



APPEALS POLICY

The following sets out the appeals procedure for **Food Protect Limited**. This policy covers the process for raising appeals against an academic judgement or assessment decision that has been made.

Should a learner feel that proper processes have not been followed or that the academic judgements or assessment decisions have not been made in accordance with the regulations of the programme of learning, then they may appeal to Centre Manager via one of the following methods.

Call: 0203 488 3084

E-mail: aditi@foodprotect.co.uk

Write to: Food Protect Limited
71-75 Shelton Street
Covent Garden,
London
WC2H 9JQ

Examples of areas where an appeal may be raised are as follows:

- if the learner believes that Food Protect Limited has not applied our procedures properly, consistently, and fairly
- if the learner is not satisfied with the conduct of the assessment and believes has it disadvantaged them
- if the learner feels that the premises/environment for assessment has disadvantaged them

Should a learner wish to appeal against a decision made after a complaint has been investigated, then please refer to our Complaints Policy.

When you contact us, please give your full name, contact details and a daytime telephone number along with:

- a full description of your appeal
(including the subject matter and dates and times if known)
- any names of the people you have dealt with so far
- copies of any papers or letters to do with the appeal
- any other factors for consideration, such as any extenuating circumstances that the learner either did not address at the time or that they believe were raised but not taken into consideration when the decision was made

Food Protect Limited ask that you raise your appeal as soon as possible after the event so that we have the opportunity to investigate fully. We will acknowledge receipt of your appeal within **5 working days' time**.

Appeals will be investigated, and a review panel may be formed to reach a decision. We aim to investigate and respond to appeals within **20 working days' time**.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure, please contact the awarding organisation directly.

The awarding organisation is Highfield Qualifications, and their appeals policy is located on their website: <https://www.highfieldqualifications.com>

Alternatively, please speak to the Highfield Qualifications team on 01302 363277.

Should you address your appeal to Highfield Qualifications and remain unhappy with the outcome, you may then raise your appeal to the relevant qualification regulator. Either a representative of Food Protect Limited or Highfield Qualifications will be able to offer you guidance on the appropriate qualification regulator in each instance and can provide contact details.

The following list of qualification regulators has been provided as additional guidance.

- SCQF qualifications - SQA Accreditation
- RQF qualifications:
 - delivered in Wales - Qualifications Wales
 - delivered in Northern Ireland - CCEA Regulation
 - delivered anywhere else – OFQUAL

Please note: SQA Accreditation cannot overturn academic judgements or assessment decisions.

If you have any queries about the contents of this policy, please contact Food Protect Limited directly on 02034883084 or email them at support@foodprotect.co.uk



Signed:

Position: Director and Principal Consultant

Revision date: Version 2, March 2026 (no changes from 2025)

Next review date: March 2027