



Chartered  
Institute of  
Housing  
Approved centre

# Appeals policy and procedure

## 1. Introduction

This policy and procedure is for learners, who are studying with CIH Housing Academy to use, where they disagree with an assessment or review decision. Where they wish to lodge a formal appeal, this is the procedure they should follow.

## 2. What is an appeal?

An appeal is a formal request by a learner for an investigation to be undertaken where there is evidence of malpractice on the part of any member of CIH's staff, including tutors in the assessment process that has resulted in a disagreement about the assessment outcome.

'Malpractice' in this context is understood to mean improper, illegal, or negligent professional behaviour.

Examples include:

- a failure to follow CIH Housing Academy assessment procedures correctly
- an inaccurate assessment decision
- inappropriate feedback which has resulted in a wrong assessment or review decision.

Please note, individuals cannot appeal against a grade that they have been given simply because they disagree with it; learners must provide a written statement which explains why they think the assessment decision is inaccurate.

## 3. How to appeal

Appeals in writing should be made to CIH Housing Academy within 15 working days of the receipt of the assessment or review decision against which learners are appealing. You can appeal by letter or email.

The address to write to is:

**CIH Housing Academy**  
**Chartered Institute of Housing**  
**Suite 5 & 6 First floor, Rowan House**  
**Westwood Way**  
**Coventry**  
**CV4 8HS**  
**T: 024 7685 1789**  
**E: [housing.academy@cih.org](mailto:housing.academy@cih.org)**

Learners should mark their correspondence for the attention of the Qualification Manager.

The appeal must include the following in order for it to be investigated:

- The name of the person making the appeal
- The name of the learner(s) involved (if different from the person making the appeal)
- The name of the course being studied by the learner(s)
- The date you started your course/programme or intake code
- The nature of the appeal
- The details of the appeal, including written evidence.

If learners are appealing against an assessment decision or review feedback they have received, the assessed or reviewed item of work and feedback must be attached to the written statement. Please ensure this is the correct version of the submission, and that it includes the tutor's feedback. Please note:

- Learners cannot appeal to the CIH Awarding Organisation against grading or assessment decisions until CIH Housing Academy's appeals procedure has been exhausted, as outlined below.

## 4. Stages in appeal resolution

### 4.1 Stage 1

Once an appeal has been received the relevant manager will nominate a representative (someone who has had no previous involvement with the assessment decision in question) to investigate the appeal. The investigation may involve several people, including the tutor, the internal verifier and other contractors or staff connected to the Housing Academy, depending upon the nature of the appeal.

The relevant representative will:

- Acknowledge receipt of the appeal within 5 working days and commence an investigation
- Keep you fully informed
- Maintain a case file and auditable records
- Advise you of the outcome of the investigation, and possible resolutions, within 15 working days from the commencement of the investigation.

Internal Quality Assurance Procedures

If you are not satisfied with the outcome of the investigation, you should contact the relevant Manager within 15 working days of notification to request a further investigation and escalation to Stage 2 appeal.

### 1.1. Stage 2

A CIH Housing Academy manager who was not part of the original investigation will review the findings and present a final decision, following the same process as outlined above.

## 1.2. Stage 3

If after investigation you are still not satisfied with the outcomes and resolutions suggested, you should direct your complaint to the CIH Awarding Organisation in writing or electronically within 10 working days of being notified of the outcome of stage 2

This is the final stage of the appeals process. The CIH Awarding Organisation can be contacted by email at [accreditation@cih.org](mailto:accreditation@cih.org)

Associated policies and procedures:

- Complaints policy and procedure
- Internal quality assurance procedure

<b>Name of policy or Procedure:</b>	Appeals policy and procedure	<b>Internal/external</b>	External
<b>Section</b>	Housing Academy	<b>Teams</b>	CIH Learning, CIH Training
<b>Policy owner and job title</b>	Sharon Hackett, CIH Housing Operations Manager	<b>Approved:</b>	CIH HA Management Team & Kirsty Cooper - Haed of the Housing Academy
<b>Date effective from:</b>	March 2024	<b>Review date:</b>	March 2025
<b>Associated policies and procedures</b>	Complaints Policy and Procedure Internal Quality Assurance Procedure	<b>Version</b>	HA_APv1Sep21



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