

## VETERINARY NURSING DIPLOMA COMPLAINTS PROCEDURE

### 1. General Procedure

This procedure aims to help resolve individual appeals in a manner which is fair and expeditious as possible. It is Lynwood School's policy to find a solution to individual appeals as early in the procedure as possible.

Candidates who wish to make an appeal or those against whom the appeal is raised have the right (other than Stage 1 of the procedure) to be represented by an acknowledged staff representative or a work colleague of their choice.

### 2. Procedure for setting individual appeals

#### 2.1 Stage One

2.1.1 If a candidate wishes to make an appeal relating to his/her training, the matter should be raised initially with the student's clinical coach. The appeal should be raised orally in the first instance, within 5 working days of the assessment/feedback.

2.1.2 The clinical coach will attempt to resolve the complaint informally. He/she shall enquire into the appeal and will discuss it with the complainant and will advise the complainant of the decision within **five working days** after the complaint is received.

2.1.3 The decision will normally be communicated to the complainant orally and in writing.

2.1.4 If, upon receipt of the written decision, the complainant is still dissatisfied with the decision, he/she may progress the appeal to Stage 2 within **five working days** of written decision.

#### 2.2 Stage Two

2.2.1 If the appeal has not been resolved at Stage 1, the complainant may refer the appeal to the internal verifier, by completing the appeals form. The complainant must complete the form by providing full details of the complaint and should address it to the Internal verifier

- 2.2.2 The internal verifier will, as soon as possible, and in any event, within **five working days**, arrange a meeting at which all parties to the appeal will attend.
- 2.2.3 The internal verifier will have the right to ask questions of the parties in attendance.
- 2.2.4 The internal verifier will consider all the matters raised at the meeting and will issue a written decision within **five working days**. Copies will be sent to all parties.

### 2.3 Stage Three

- 2.3.1 If the complaint is not resolved to the satisfaction of the candidate at Stage 2, the appeal may be submitted, in writing, to the external verifier within **five working days** of the receipt of the decision at Stage 2.
- 2.3.2 The external verifier will consider the appeal and may be supplied with all the documentation submitted in relation to the earlier stages of the procedure. The external verifier may elect a meeting with the internal verifier and all parties involved in the appeal.
- 2.3.3 The external verifier will issue, and send to all party's copies of, a written decision within **five working days** of the appeal in writing. **Such decision will be final.**

### 2.4 General Guidance Notes

- 2.4.1 Should the appeal relate directly to the internal verifier the appeal will be immediately referred to the external verifier under Stage 3.
- 2.4.2 Refusal by either party to attend hearings shall not invalidate proceedings.
- 2.4.3 If at any stage in this procedure the matter has not been dealt with within the prescribed time limits, the student will be entitled to continue to the next stage.
- 2.4.4 The parties may on occasion and by mutual agreement modify the time limits referred to in this appeals procedure.

- 2.4.5 The procedure may, by agreement of the parties concerned, be used for settling a common appeal where more than one individual has the same appeal.
  
- 2.4.6 Working days exclude bank holidays, weekends and efficiency days.



**APPEALS FORM**

**NAME:** .....

**DATE:** .....

**DETAILS OF APPEAL**

**(Please continue over page or on separate sheets if necessary)**

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**SIGNED:** .....



**SCHOOL OF  
VETERINARY NURSING**

**DETAILS OF APPEAL (continued)**

**(Please continue on separate sheets if necessary)**



**LEVEL 3 DIPLOMA APPEALS PROCEDURE**

I declare that I have read and understood the Level 3 Diploma Appeals Procedure for our Training Practice.

**Practice Name:** \_\_\_\_\_

**Practice Address:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**TP Number:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Practice Principal:** \_\_\_\_\_

**Clinical Coach:** \_\_\_\_\_

**VN Enrolled Student(s):** \_\_\_\_\_

**Please Return Immediately to:**

Val Belbin RVN Cert. Ed  
Lynwood School of Veterinary Nursing  
B1-B3, Hampton Business Park  
Hampton Farm  
Higher Bockhampton  
Dorchester  
DT2 8QH



**SCHOOL OF  
VETERINARY NURSING**

Reviewed/Updated Date	Initials	Job Role
February 2022 (Review)	VB	DSL
16th August 2023	ET	Quality Manager

Heads of School Name	Heads of School Signature
Name: Val Belbin Date: 23.02.2022	<i>V. a. Belbin</i>
Name: Val Belbin Date: 16.08.2023	<i>V. a. Belbin</i>
Name: Date:	<i>v</i>