

# Appeal Policy

This Appeal Policy outlines the procedures and guidelines for the ABP Learner's to formally contest decisions related to their academic performance, conduct, or administrative matters. The general structure for this policy stated here:

- This policy ensures that students have a fair and transparent mechanism to appeal against academic, disciplinary, or administrative decisions that they believe are unjust. This policy applies to decisions involving:
  - Grades or assessment outcomes
  - Academic progression or dismissal
  - Disciplinary actions
  - Other academic or administrative matters
- Students can appeal a decision based on the following grounds:
  - Evidence of anomaly or unfairness.
  - Evidence of bias or discrimination.
  - Evidence that the decision was inconsistent or unreasonable.

## The Appeal Submission Process

- **Step 1:** Submit a written appeal by email **or** by fill-up the appeal form (found in the learner's portal) to the relevant authority (e.g., Head of Academic Team, Head of Student Support Team) within a specified timeframe (e.g., up to 10 working days from the decision date).
- **Step 2:** The appeal must include:
  - A clear explanation of the grounds for appeal.
  - Supporting evidence, if applicable.
- **Step 3:** An acknowledgment of the appeal will be issued within up to 10 working days.

## Review Process

- **Stage 1: Initial Review**
  - The appeal will be reviewed by a responsible officer to ensure it meets the grounds for appeal.
- **Stage 2: Investigation**
  - A formal investigation will be conducted, which may involve meetings with relevant parties, reviewing evidence, and assessing records by the responsible officer from ABP HR team.

- **Stage 3: Hearing (if applicable)**

- For complex cases, a formal hearing may be held where the appellant and other involved parties can present their cases.

### **Decision and Outcome**

- A written decision will be provided within up-to ten working days of the appeal submission.
- Possible outcomes:
  - Appeal upheld, and appropriate corrective action taken.
  - Appeal denied with reasons provided.

If the learner is dissatisfied with the outcome, they may escalate the appeal to:

- A higher institutional authority (e.g., Head of Academic or CEO).
- Learner needs to email with his/her claim against the decision and it must be within three working days.
- If re-appeal not made within three working days after the decision given then s/he would not be eligible for further appeal and it would be

### **Confidentiality and Fairness**

All appeals will be handled with confidentiality and impartiality. No student shall face retaliation for filing an appeal. This policy will be reviewed annually to ensure effectiveness.