

Global-CPD Appeals Policy

1. Purpose

The purpose of this policy is to ensure that all Global-CPD participants and partner institutions have a clear and fair process to follow if they wish to appeal any outcome or decision resulting from Global-CPD's evaluation or feedback procedures. This includes feedback on performance during training activities, one-to-one assessments, or administrative decisions related to participation, recognition, or certification.

2. Scope

This policy applies to:

- All individual participants in Global-CPD training and development programs
- Institutional stakeholders engaged in organizational training programs
- Trainers and evaluators working under the Global-CPD framework

3. What Can Be Appealed

Appeals may be raised for decisions related to:

- Individual participant evaluations (e.g., feedback received during microteaching or coaching)
- Assessment results or performance feedback issued during training sessions
- Decisions on participation or completion status in CPD activities
- Administrative decisions that affect a participant's engagement in a Global-CPD program

4. Appeals Procedure

Step 1: Informal Resolution (Optional)

Participants or stakeholders are encouraged to raise concerns directly with their trainer or program coordinator within **7 days** of receiving the evaluation or decision. Many concerns can be resolved informally through discussion and clarification.

Step 2: Formal Appeal Submission

If the issue is not resolved informally, a formal appeal must be submitted via email to **appeals@global-cpd.org** within **14 days** of the evaluation outcome. The written appeal must include:

- Full name of the appellant
- Program name and date
- Description of the decision or evaluation being appealed

- Reasons for the appeal and any supporting evidence
- Desired resolution

Step 3: Review by Appeals Panel

An independent internal panel, comprising Global-CPD senior staff not involved in the original evaluation, will review the appeal within **10 working days**. Additional clarification may be requested from the participant or trainer.

Step 4: Outcome Notification

The panel will issue a written decision within **5 working days** of completing the review. The outcome may:

- Uphold the original decision
- Overturn or amend the decision
- Recommend further training or reassessment

The panel's decision is final.

5. Confidentiality and Records

All appeals will be handled confidentially. A record of each appeal and its outcome will be kept for **3 years** for quality assurance purposes.

6. Policy Review

This policy is reviewed every **two years** by the Internal Quality Assurance Team or earlier if required by changes in delivery format, technology, or stakeholder needs.

For questions or concerns related to this policy, please contact:

Global-CPD Administrative Office

 Email: support@global-cpd.org

 Website: www.global-cpd.org

Document Control

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Revision History:

Version	Date	Author	Description / Changes
1.0	04.09.2008	Osman Bedel	Initial policy draft and approval
2.0	01.09.2010	QA Team	Added informal resolution step; clarified appeal timelines
3.0	03.09.2012	QA Team	Updated submission process and appeal outcome deadlines
4.0	02.09.2014	QA Lead	Introduced electronic appeals submission form
5.0	01.09.2016	Osman Bedel	Incorporated stakeholder feedback; simplified language
6.0	03.09.2018	QA Team	Revised scope to include institutional clients
7.0	01.09.2020	QA Team	Re-aligned with updated CPD framework and GDPR compliance
8.0	02.09.2022	Policy Officer	Added confidentiality clause and revised data retention
9.0	04.05.2024	Osman Bedel	Full revision and formatting under new Document Control