



# Enquiries and Appeals Policy

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Tree of Life Educational and Therapeutic Ltd  
(SEMH Alternative Provision with Therapy-Led Practice)

Review date: 19/9/2025

## 1. Policy Statement

Tree of Life Educational and Therapeutic Ltd is committed to delivering excellent teaching, learning, and therapeutic provision to all learners. We recognise that assessment—both educational and therapeutic—must be fair, transparent, and supportive of pupils' individual needs.

Where a learner feels they have been unfairly assessed, or that an outcome does not reflect their effort, progress, or needs, they have the right to raise concerns through a clear and fair enquiries and appeals process.

This policy ensures that:

- Learners' voices are heard and respected.
- Concerns are dealt with promptly, fairly, and transparently.
- Therapies and wellbeing are prioritised throughout the process.

## 2. Informal Resolution

If a learner feels they have been unfairly assessed, they should:

1. Discuss the matter with the relevant member of Tree of Life staff (teacher or therapist).
2. Staff will listen, review the concern, and aim to resolve the issue informally, ensuring the learner feels supported and safe.

If this discussion does not resolve the matter to the learner's satisfaction, they may proceed to a formal appeal.

### **3. Formal Appeals Procedure**

- Appeals must be made in writing within 30 working days of the issue arising.
- The written appeal should outline:
  - The nature of the concern.
  - Any internal enquiries, investigations, or discussions already undertaken.
- Tree of Life will acknowledge receipt within 5 working days.
- An appropriate senior staff member will be appointed to review the appeal, ensuring impartiality.

### **4. Investigation and Outcome**

- Tree of Life will aim to respond fully within 30 working days of receiving the appeal.
- If additional time is required (e.g., for a site visit, therapy review, or consultation with external bodies), the revised timescale will be communicated and agreed with the learner and/or parent/carer.
- The outcome will be reported in writing, outlining findings and any actions taken.

### **5. Further Avenues of Appeal**

If the learner remains dissatisfied following the internal appeals process, further appeal may be made through:

- Open Awards Appeals Procedure – applicable where assessment is linked to Open Awards qualifications.
- Examinations Appeal Board (EAB) – at their discretion, the EAB may hear further appeals. Tree of Life will provide advice and guidance if this route is to be pursued.
  - Further information: [www.theeab.org.uk](http://www.theeab.org.uk)

### **6. Therapeutic Considerations**

Throughout the process:

- Learners will be supported emotionally and therapeutically to ensure the process does not negatively impact their wellbeing.
- Meetings will take place in safe, supportive environments.
- Staff will use trauma-informed approaches when discussing appeals with pupils.

### **7. Monitoring and Review**

- Appeals will be logged and outcomes monitored by the Leadership Team.
- Patterns or repeated issues will inform improvements in teaching, learning, and therapy provision.
- This policy will be reviewed annually or sooner if necessary.

