

Appeal Policy

Purpose

The purpose of this policy is to establish guidelines and procedures for the submission and review of appeals by individuals who seek to challenge decisions, actions, or outcomes related to Xprienz's policies, procedures, or practices. This policy aims to ensure transparency, fairness, and consistency in the appeals process and provide a mechanism for resolving disputes or grievances effectively.

Scope

This policy applies to all trainees, customers, clients, vendors, contractors, and other stakeholders who wish to submit an appeal regarding a decision, action, or outcome that affects their rights, interests, or obligations within the organization.

Policy Statement

1. **Grounds for Appeal:** Appeals may be submitted on the following grounds:
 - Alleged errors, omissions, or inaccuracies in decision-making processes or outcomes.
 - Violations of organizational policies, procedures, or regulations.
 - Unfair treatment, discrimination, or bias in the application of policies or procedures.
 - New evidence or information that was not available or considered during the initial decision-making process.
2. **Submission of Appeals:**
 - Appeals must be submitted in writing to the designated appeals committee, department, or individual within 3 working following the decision or action being appealed. The appeal should clearly state the grounds for appeal, provide relevant supporting documentation or evidence, and include any requested remedies or resolutions.
3. **Appeals Committee:**
 - An appeals committee or designated review panel will be responsible for reviewing and adjudicating appeals in a fair, impartial, and timely manner. The appeals committee may consist of representatives from relevant departments, legal counsel, or other qualified individuals appointed by senior management.
4. **Review Process:**
 - Upon receipt of an appeal, the appeals committee will conduct a thorough review of the appeal, including gathering relevant information, conducting interviews or hearings, and considering any supporting documentation or evidence provided by the appellant. The

committee may request additional information or clarification from the appellant or other parties as needed.

5. Decision and Resolution:

- Following the review process, the appeals committee will render a decision on the appeal based on the merits of the case and applicable policies, procedures, and regulations. The decision of the appeals committee will be communicated to the appellant in writing, along with any recommended remedies or resolutions.

6. Appeals Outcome: The outcome of the appeal may include one of the following:

- Upholding the original decision, action, or outcome.
- Modifying the original decision or action to address identified errors, discrepancies, or deficiencies.
- Reversing the original decision or action and providing appropriate remedies or relief to the appellant.

7. Finality of Decisions:

- The decision of the appeals committee is final and binding, and there is no further internal recourse or appeal within the organization. However, appellants may have the right to pursue external remedies or legal recourse available to them under applicable laws and regulations.

8. Contact Information

- For questions or concerns regarding the appeals process, please contact us at enquiries@xprienz.com

9. Policy Review and Updates

- This appeal policy will be reviewed periodically to ensure its effectiveness and alignment with organizational goals, legal requirements, and best practices in dispute resolution. Updates or revisions to the policy may be made as needed to address emerging issues, improve procedural fairness, or enhance the effectiveness of the appeals process.

10. Approval:

- This Organization Outcome Policy has been approved by the Management Team of Xprienz Pte Ltd and will be effective as of 01 Jan 2024. Amendments to this policy require approval by the Management Team.

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Appeal Procedure

Introduction:

The appeal procedure outlined below is designed to provide a fair and transparent process for individuals who wish to appeal decisions made by the training school. This procedure ensures that all appeals are handled promptly, impartially, and with due consideration to the rights of the individuals involved.

Grounds for Appeal:

Appeals may be submitted on the following grounds:

- a. Procedural irregularities during the initial decision-making process.
- b. Substantial new evidence that was not available at the time of the original decision.
- c. Allegations of bias or unfair treatment.

Submission of Appeal:

Appeals must be submitted by filling up the appeal form and emailing it to the appeal officer @xprienz.com within 3 working days of receiving notification of the original decision.

The appeal should clearly outline the grounds for appeal and provide supporting evidence or documentation where applicable.

Appeals submitted after the specified timeframe may only be considered in exceptional circumstances, at the discretion of the appeal officer.

Review Process:

Upon receipt of the appeal, the designated appeal officer will acknowledge the appeal in writing within 3 working days

The appeal officer will then conduct a thorough review of the appeal, including any relevant documentation and information provided by both parties.

The appeal officer may request additional information or clarification from the appellant or any other relevant parties as necessary.

The original decision-makers may also be given an opportunity to respond to the grounds for appeal.

Decision:

The appeal officer will reach a decision based on the information presented during the review process.

The decision will be communicated to the appellant in writing, along with the reasons for the decision, within 7 working days of receiving the appeal.



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The decision of the appeal officer is final and binding, and there is no further right of appeal within the training school's internal procedures.

Confidentiality:

All information provided as part of the appeal process will be treated confidentially and will only be shared with individuals directly involved in the review process.

Any individuals involved in the appeal process are expected to maintain confidentiality at all times.

External Review:

If the appellant remains dissatisfied with the outcome of the internal appeal process, they may have the right to seek external review through relevant regulatory bodies or legal channels, as applicable.

Conclusion:

This appeal procedure aims to uphold principles of fairness, transparency, and accountability within the training school's decision-making processes. It provides individuals with a mechanism to challenge decisions that they believe to be unjust or incorrect, while also ensuring that the integrity of the original decision-making process is maintained.