

Appeals Policy Statement

TXM Plant Limited will ensure that delegates on a training or assessment event shall be able to appeal against the decision.

They will achieve this by:

- Ensuring all delegates are made aware of our appeals policy

The Delegate Appeal Record (CMS/P/04/F/06) is to be submitted to the Competency Systems Manager within 7 days of the event completion date:


Email to:

compliance@txmplant.co.uk

Post to:

TXM Plant Ltd
Kestrel Court – Suite B11
Pure Offices
Harbour Road
Portishead
Bristol, BS20 7AN

- The appeal will be referred to an Appointed Person for review. The outcome will be documented and advised within 5 days of receipt
- If the Delegate is not satisfied with the decision, they should advise the Competency Systems Manager
- The Assurance Director will form an appeals panel within 5 days of notification. The appeals panel will comprise of an independent verifier, the original Appointed Person and a member of the HR department
- The appeals panel will speak with the Delegate and Trainer/Assessor and inform them of the results immediately. The outcome will also be recorded as per CMS-P-04
- Where the decision is to re-assess the Delegate, this will be completed by a different Trainer/Assessor.



Brian Reynolds
Chief Executive Officer

Review due by 31st January 2022



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