



# Appeals Procedure

*Training Policies and Quality Assurance Documents*

<b>Document owner</b>	Jamie Morgan MIET MIFSM	<b>Role</b>	Director / Lead Fire Safety Consultant
<b>Applies to</b>	Online and in-person fire safety training	<b>Version</b>	1.0
<b>Approved date</b>	17 May 2026	<b>Next review</b>	Annual
<b>Contact</b>	training@esifiresafety.co.uk	<b>Website</b>	www.esifiresafety.co.uk

## Purpose

ESI: Fire Safety provides a formal route for learners who wish to appeal against an assessment, knowledge check, practical completion, reasonable adjustment, special consideration or certification decision relating to an ESI fire safety course.

## Areas for Appeal

- An assessment or knowledge check decision.
- A decision that a learner has not completed the practical element safely or satisfactorily.
- A refusal or limitation of a reasonable adjustment or special consideration.
- A final decision not to issue, or to withdraw, a course certificate.
- A malpractice outcome affecting a learner's result or certificate.

## Grounds for Appeal

- The published process was not followed.
- Relevant evidence was not considered.
- A reasonable adjustment was refused without clear reason.
- A special consideration was requested but not considered.
- There was inappropriate or irregular conduct by the trainer, assessor or administrator.
- The decision appears inconsistent with the stated course outcomes or assessment criteria.

## Stage 1 - Informal Discussion

The learner should raise their concern with the trainer or ESI contact as soon as possible, preferably on the day the decision is given. The aim is to explain the decision clearly and resolve any misunderstanding.

## Stage 2 - Formal Appeal

1. If unresolved, the learner should submit a written appeal to training@esifiresafety.co.uk within 5 working days of the decision.
2. The appeal should include the course title, date, decision being appealed, reasons for appeal and any supporting evidence.
3. ESI: Fire Safety will acknowledge the appeal within 5 working days.



**t: 01276 300 351**  
**www.esifiresafety.co.uk**

2 OSBORNE CLOSE FRIMLEY GREEN SURREY GU16 9YD

ESI: ELECTRICAL SAFETY INSPECTIONS & ESI: FIRE SAFETY IS A TRADING NAME OF MORGAN BROOKS LTD. COMPANY NO. 12042658.

4. The appeal will be reviewed by a suitable person who was not directly responsible for the original decision where practicable.
5. A written outcome will normally be provided within 20 working days of receiving the appeal.

### Stage 3 - Final Review

If the learner remains dissatisfied, they may request a final review by the company owner/director. The final review will consider whether the appeals process was followed fairly and whether the decision was reasonable based on the evidence available.


### Practical Assessment Evidence

Where an appeal relates to practical extinguisher use or another practical activity, it may be difficult to overturn a trainer decision without evidence. Safety-critical practical decisions will be reviewed carefully but will not be changed where doing so would compromise safety or misrepresent competence.

### Appeal Record

<b>Learner name</b>	
<b>Course</b>	
<b>Date of course</b>	
<b>Decision being appealed</b>	
<b>Grounds for appeal</b>	
<b>Evidence provided</b>	
<b>Outcome</b>	
<b>Action required</b>	
<b>Date closed</b>	

### Approval and Review

<b>Approved by</b>	Jamie Morgan MIET MIFSM
<b>Position</b>	Director / Lead Fire Safety Consultant
<b>Signature</b>	
<b>Date</b>	17 May 2026
<b>Review arrangements</b>	Annual review, or earlier if legislation, awarding/CPD requirements, course content or delivery arrangements change.