

## Appeals Procedure

You can make an appeal against the decision you have received from us by whatever method you wish including:

- in person to the trainer concerned
- by letter: The Colchester Osteopathic Centre, 27 Oaks Drive, Colchester, Essex C03 3QZ
- by telephone: 01206 814 740
- by fax: 01206 814 741
- by email – [appeals@saunders-clinic.co.uk](mailto:appeals@saunders-clinic.co.uk)

Stage one: (Informal / Local resolution)

When we receive your appeal we will try to sort out the problem straight away. If we cannot we will:

- Write to you within five working days to let you know who is dealing with your appeal.
- Reply in writing to you within 15 working days.

If we need more time to investigate your appeal we will let you know as soon as possible and give you the time limit for providing you with our response.

Stage two. (Formal written appeals)

If you are unhappy with the response to your stage one appeal, you may have your appeal considered by a senior member of the management team. You should write to the Appeals Manager to explain why you are unhappy with the Stage One response.

When we receive your appeal we will:

- Write to you within five working days to let you know who is dealing with your appeal.
- Ensure your appeal is dealt with by a senior manager who has not been involved in your appeal before.
- Reply in writing to you with 28 days.

If we need more time to investigate your appeal we will let you know as soon as possible and give you the time limit for providing you with our response

Stage Three

If you are still unhappy about our stage two reply, you can write to the Managing Director who will carry out a review of the appeal on your behalf. They will:

- Write to you within five working days to acknowledge your appeal.
- Reply to you within 28 working days.

If they need more time to investigate your appeal we will let you know as soon as possible and give you the time limit for providing you with our response.