

Maybo Appeal Procedure

This procedure sets out the process for raising an appeal against an academic decision that has been made. Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the regulations of the programme of learning, then they may submit an appeal to Maybo Ltd using one of the following methods of contact:

Write to: Maybo Ltd, Redlands Barn, Redlands Lane, Robertsbridge, East Sussex, TN32 5NA

Examples of areas where an appeal may be raised are:

- If the learner believes that our procedures were not followed properly, consistently or fairly
- If the learner is not satisfied with the conduct of the assessment and believes it disadvantaged them
- If the learner feels that the premises/environment for assessment disadvantaged them

(If a learner wishes to appeal against a decision made after a complaint has been investigated they should refer to our complaints procedure)

When making contact please provide your full name and contact details, including a day time telephone number along with :

- A full description of your appeal, including the subject matter, dates and times
- Names of the people you have dealt with so far
- Copies of papers or letters relating to the appeal
- Details of other factors for consideration, such as extenuating circumstances that you did not address at the time or you believe were raised but not taken into consideration when the decision was made.

We aim to investigate and respond to appeals within 14 working days.

This process is the final route of escalation within Maybo Ltd. If you remain dissatisfied with the response to your appeal you will need to contact the appropriate awarding body.

Please see below contact details for the awarding bodies used by Maybo Ltd:

- Edexcel, One90, High Holborn, London, WC1V 7BH
- Highfield, Highfield House, Heavens Walk, Lakeside, Doncaster DN4 5HZ