**MAMMOTH STRENGTH CLUB APPEALS PROCEDURE**

**1. INTRODUCTION**

Mammoth Strength Club is committed to ensuring a fair and transparent process for individuals who wish to appeal decisions related to coaching courses, events, or any other aspects of their involvement with our organization. This Appeals Procedure outlines the steps and principles that guide the appeals process, providing an avenue for individuals to seek a review of decisions that they believe are unjust or unfair.

**2. APPLICABILITY**

This Appeals Procedure applies to participants, staff, coaches, and any other individuals associated with Mammoth Strength Club who wish to appeal decisions made by the organization.

**3. GROUNDS FOR APPEALS**

Appeals may be submitted on the following grounds:

* **Procedural Irregularities:** Allegations of procedural errors or irregularities that may have impacted the fairness of the decision-making process.
* **New Evidence:** Presentation of new and relevant evidence that was not available during the initial decision-making process.
* **Unfair Treatment:** Allegations of bias, discrimination, or unfair treatment in the decision-making process.

**4. TIMELINES FOR APPEALS**

Appeals must be submitted within 10 working days of the individual being notified of the decision they wish to appeal. Late appeals may be considered only in exceptional circumstances and at the discretion of the Appeals Officer.

**5. APPEALS OFFICER APPOINTMENT**

Mammoth Strength Club will appoint an impartial Appeals Officer to oversee the appeals process. The Appeals Officer will not have been involved in the original decision under review.

**6. SUBMITTING AN APPEAL**

Individuals wishing to appeal a decision must submit a written appeal to the Appeals Officer. The appeal should clearly state the grounds for appeal, provide any supporting evidence, and specify the desired outcome.

**7. ACKNOWLEDGEMENT OF APPEAL**

The Appeals Officer will acknowledge receipt of the appeal within five working days. The acknowledgment will include information about the next steps in the appeals process.

**8. APPEALS REVIEW PANEL**

If the nature of the appeal warrants a more comprehensive review, an Appeals Review Panel may be convened. The panel will consist of individuals who were not involved in the initial decision-making process and possess relevant expertise.

**9. INVESTIGATION AND INFORMATION GATHERING**

The Appeals Officer or Appeals Review Panel, as applicable, will conduct a thorough investigation into the grounds for the appeal. This may involve gathering additional information, interviewing relevant parties, and reviewing documentation.

**10. APPEALS MEETING**

If necessary, the Appeals Officer or Appeals Review Panel may arrange a meeting with the appellant to discuss the appeal in more detail. The appellant may bring a representative or advocate to the meeting.

**11. DECISION**

The Appeals Officer or Appeals Review Panel will reach a decision based on the information gathered and the grounds for appeal. The decision will be communicated in writing to the appellant within 15 working days of receiving the appeal, or as soon as reasonably practicable.

**12. OUTCOMES OF APPEALS**

Possible outcomes of the appeals process include:

* **Upholding the Original Decision:** If the appeal is not substantiated, the original decision will stand.
* **Amending the Original Decision:** If the appeal is partially substantiated, the original decision may be amended accordingly.
* **Overturning the Original Decision:** If the appeal is fully substantiated, the original decision may be overturned, and a new decision made.

**13. APPEALS RECORD KEEPING**

Comprehensive records of all appeals, including the nature of the appeal, the investigation process, and the outcomes, will be maintained for reference and continuous improvement.

**14. CONFIDENTIALITY**

The appeals process will be conducted with the utmost confidentiality. Information related to the appeal will only be shared on a need-to-know basis.

**15. RIGHT TO FURTHER APPEAL**

If the appellant remains dissatisfied with the outcome of the internal appeals process, they may have the right to escalate the appeal to an external body, such as a relevant accrediting or regulatory authority.

**16. REVIEW OF APPEALS PROCEDURE**

This Appeals Procedure will be regularly reviewed to ensure its effectiveness, relevance, and alignment with best practices. Feedback from individuals who have gone through the appeals process will be actively sought to inform continuous improvement efforts.

By implementing this Appeals Procedure, Mammoth Strength Club aims to provide individuals with a fair and transparent mechanism to seek a review of decisions, promoting accountability and ensuring that the rights and concerns of all parties are appropriately considered.

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* Author Mickey Harper
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