

# National Coasteering Charter appeals procedure



## Step One

The start point is to clarify the exact nature of the appeal for both the candidate and regional trainer. Hence the first step is for the candidate to discuss the decisions or complaint with the trainer or assessor who provided the course, this can be completed with a third-party present if required.

Should there be no resolution at this point the next step should be undertaken.

## Step Two

Step two is to contact the National Coasteering Charter (NCC) and record an appeal. This should be within three months of the course finishing.

The contact email is: [ncc.appeals@gmail.com](mailto:ncc.appeals@gmail.com)

The following needs to be included within the email alongside as much detail as possible:

- Full name and date of birth
- Full name of the regional trainer / assessor
- Full details of the course: when, where, etc
- The nature of the appeal.

## Timescale

Appeals will be acknowledged by the National coasteering charter within 5 working days. A record of all correspondence will be kept to assist both the candidate and the NCC in coming to a conclusion.

A timescale will be indicated to the candidate as to when they will expect a conclusion to be reached, this will normally be within 30 working days.

## Process

An investigation will be carried out by two NCC regional trainers from two different areas. They will report to the NCC committee who will bring in additional technical staff if required.

The regional trainer will be informed that an appeal has been made.

Once a conclusion has been reached the NCC will contact both the candidate and regional trainer involved with a report and outcome.