

 معهد الخط الأخضر للتدريب Green Line Training Institute			
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Appeals Procedure

GLTI supports the right of learners to appeal against the outcome of decisions, penalties and sanctions made by us. This document outlines the procedure in place to ensure that appeals are dealt with thoroughly and fairly. There are six stages to an appeals process:

Stage 1

Instructor/Assessor

In the first instance, the issue should be raised with the course tutor or assessor. He will discuss the issue with the trainee and will make every effort to resolve the issue. Records of discussions will be made.

Stage 2

Internal Quality Assurer

If the issue cannot be resolved through open discussion, the trainee will refer the matter to the IQA. He will collect the facts and hold discussions with both the instructor and the trainee and will make a decision within 5 days. Records of all discussions will be kept.

Stage 3

Training Manager

If the decision of the IQA is not accepted, an appeal may be lodged with the Training Manager. (S)He will look at the case and make a decision within two days. The decision will be given in written form to the complainant and the center coordinator.

Stage 4

General Manager

If the complainant is still not happy with the decision of the Training Manager, he may refer the matter to the General Manager. The General Manager will review the facts of the case and will make a decision on the matter within three working days. The decision of the General Manager is final and there shall be no further recourse.

Stage 5

Appeal Feedback and Closure

Once the internal appeal process is concluded (either through resolution at an earlier stage or following the General Manager's decision), the Internal Quality Assurance will issue an Appeal Feedback Form to the complainant. This step is designed to gather the trainee's feedback on the fairness, clarity, and efficiency of the appeals process. The data collected will be used strictly for continuous institutional improvement and QA monitoring.

Stage 6

Awarding Body

If the complainant is still not happy with the decision of the General Manager, he may refer the matter to the Awarding Body. Awarding Body will then review the facts of the case and will make a decision on the matter.