

2024

Appeals Policy- CSBT Campus

Contents

1. Introduction	2
2. Scope.....	2
3. Principles	2
4. Grounds for Appeal.....	2
5. Appeals Procedure.....	3
5.1 Submission of Appeal	3
5.2 Acknowledgement	3
5.3 Preliminary Review	3
5.4 Investigation and Hearing	3
5.5 Decision.....	3
6. Final Appeal.....	4
7. Monitoring and Reporting	4
8. Support for Appellants.....	4
9. Preventing Reprisal.....	4
10. Communication and Training	4
11. Review of Policy.....	5
13. Conclusion	5

1. Introduction

The CSBT Campus Appeal Policy provides a structured, fair, and transparent process for students, staff, and other stakeholders to appeal decisions made by the institution. This policy ensures that all appeals are handled promptly and impartially, reinforcing the campus's commitment to maintaining a just and supportive environment.

2. Scope

This policy applies to all members of the CSBT Campus community, including students, faculty, and administrative staff. It covers appeals related to academic decisions, disciplinary actions, admission decisions, and any other determinations made by campus authorities.

3. Principles

- **Fairness:** Appeals will be treated equitably, ensuring that all parties have the opportunity to present their case.
- **Confidentiality:** All information related to an appeal will be handled with strict confidentiality.
- **Transparency:** The appeals process will be clear and accessible to everyone.
- **Responsiveness:** Appeals will be acknowledged and processed within a defined timeframe.
- **Improvement:** Feedback from the appeals process will be used to enhance institutional policies and practices.

4. Grounds for Appeal

An appeal may be lodged on the following grounds:

- Procedural error or irregularity in the original decision-making process.
- New evidence that was not available at the time of the original decision.
- The decision was unreasonable or unsupported by the evidence presented.
- Bias or conflict of interest on the part of the decision-maker(s).

5. Appeals Procedure

5.1 Submission of Appeal

- Appeals must be submitted in writing to the Appeals Officer within 10 working days of the original decision.
- The appeal should include the appellant's name, contact information, details of the decision being appealed, grounds for the appeal, and any supporting evidence.

5.2 Acknowledgement

- The Appeals Officer will acknowledge receipt of the appeal within five working days.
- The appellant will be informed of the next steps and the expected timeline for review.

5.3 Preliminary Review

- The Appeals Officer will conduct a preliminary review to determine if the appeal meets the necessary criteria.
- If the appeal is deemed to lack sufficient grounds, the appellant will be notified within 10 working days, and the appeal will not proceed further.

5.4 Investigation and Hearing

- If the appeal proceeds, the Appeals Officer will appoint an Appeals Committee consisting of impartial members who were not involved in the original decision.
- The Appeals Committee will conduct a thorough investigation, which may include reviewing documents, interviewing relevant parties, and considering new evidence.
- The appellant will be invited to a hearing to present their case. They may be accompanied by a representative or advisor.

5.5 Decision

- The Appeals Committee will reach a decision within 20 working days of the hearing.
- The decision will be communicated to the appellant in writing, providing reasons for the decision and any actions to be taken.
- If the appeal is upheld, appropriate corrective measures will be implemented.
- If the appeal is not upheld, the appellant will be given a clear explanation of the reasons.

6. Final Appeal

- If the appellant is dissatisfied with the Appeals Committee's decision, they may submit a final appeal to the Executive Director within 10 working days.
- The will Executive Director review the case and make a final decision within 15 working days.
- The decision of the Executive Director is final and binding.

7. Monitoring and Reporting

- All appeals and their outcomes will be documented and maintained by the Appeals Officer.
- Anonymized data on appeals will be reviewed quarterly by the Campus Management Team to identify any trends or areas for improvement.
- An annual report on appeals will be presented to the Board of Directors, highlighting key issues and actions taken.

8. Support for Appellants

- CSBT Campus recognizes that the appeals process can be stressful. Support services are available to appellants, including counseling and advisory services.
- Appellants will be informed of the support available to them throughout the process.

9. Preventing Reprisal

- CSBT Campus strictly prohibits retaliation against anyone who files an appeal in good faith.
- Any member of the campus community who engages in retaliatory behavior will face disciplinary action.

10. Communication and Training

- This policy will be widely communicated to all members of the campus community through orientation sessions, the campus website, and other appropriate channels.
- Staff involved in handling appeals will receive regular training to ensure they are equipped to manage appeals effectively and sensitively.

11. Review of Policy

- This policy will be reviewed annually to ensure it remains effective and responsive to the needs of the CSBT Campus community.
- Feedback on the policy will be sought from students, staff, and other stakeholders as part of the review process.

12. Contact Information

For further information or to submit an appeal, please contact:

Appeals Officer

CSBT Campus

hr@csbt.edu.lk

0312121219

13. Conclusion

The CSBT Campus is committed to upholding a fair and transparent appeals process, ensuring that all members of the campus community can seek redress and have their concerns addressed in an impartial manner. By providing a clear and accessible appeal policy, we aim to foster a supportive and just environment that promotes trust and confidence in our institutional processes.