

## **MenoHealth Appeals Procedure**

In the event that you wish to appeal against a decision made against you, such as the outcome of the MenoLeader training, you can submit an appeal. This document outlines how you should submit your appeal and the procedure MenoHealth will undertake in response to your appeal.

### **Submitting your appeal**

You should submit your appeal to MenoHealth in writing to the Head Office address:

MenoHealth  
Faraday Wharf  
Holt Street  
Birmingham  
B7 4BB

A copy may also be sent electronically to [info@menohealth.co.uk](mailto:info@menohealth.co.uk)

Within your written appeal, you must include the following:

- Full name.
- A description of the decision you would like to appeal against including:
  - Date(s),
  - Time(s),
  - Location,
  - Copies of evidence such as letters, emails, papers etc. that may aid the understanding of the decision
  - Other relevant information.

You must submit your appeal within one calendar month from the decision you are appealing against. MenoHealth will respond to the appeal within 20 working days from receipt of the written appeal. For the purposes of this procedure, a working day relates to 9am – 5.30pm, Monday to Friday.

### **Appeals process**

Once received, your appeal will be reviewed by the relevant parties, such as MenoHealth Training staff, MenoLeader Trainers and Assessors. An initial decision of the appeal will then be made, of which you will be notified. If you are satisfied with this decision, the appeal will formally end.

If you are not satisfied, your appeal will progress to the next stage and your appeal will be discussed by the MenoHealth Board of Directors. A decision of the appeal will then be made, of which you will be notified. At this stage, the decision of the Board of Directors will be final and the appeal will formally end.

If you are still unsatisfied with the decision of the appeal, you can submit a formal complaint. Please refer to our Complaints Procedure.