

Civil Defence College Appeals/Review Process

Review Process

The Civil Defence College is committed to providing a quality service in a fair and impartial manner to all its volunteers. As part of the Colleges quality assurance a review process has been put in place to assist volunteers who are not satisfied with the outcome of a particular training intervention that they have participated in. The following outlines the process that will be followed by the college in the event of a review being received.

Guidelines for dealing with requests for appeal/ review

The Civil Defence College will consider requests for a review where a volunteer is unhappy with an action or decision by the college in relation to:

- (a) The Assessment Process, if they perceive there to be irregularities/inequality in its implementation
- (b) The Assessment Result

A volunteer may seek a review when the approved results have been issued by the college. The only evidence which may be presented by the volunteer at review is that which has already been submitted / demonstrated for assessment. New evidence may not be added by the volunteer for the review.

The Civil Defence College facilitates volunteers who wish to commence a review and have the matter resolved on an informal basis. If the volunteer remains dissatisfied following any such discussion it is open to him/her to seek a formal review. Both the informal and formal review mechanism is outlined below.

Informal review:

- The volunteer can avail of the informal review within 5 working days of notification of the initial decision, and this should normally take place between the volunteer and the person who communicated the decision (or relevant person). Prior to making contact with the college the student should discuss the points they wish to make with their Civil Defence Officer. Any such informal discussion with the college can take place over the phone or face-to-face. There is no need to make a written request.
- Where a volunteer remains dissatisfied following any such informal discussion, he/she may request a formal review. The procedures for a formal review are outlined below.
- If the volunteer wishes the matter to be dealt with by way of a formal review, he/she must do so within 5 working days of the notification of the outcome of the informal review.

Formal Appeal/Review:

- The volunteer must address his/her concerns in writing to their Civil Defence Officer outlining the grounds on which they wish to have a formal review conducted. The Civil Defence Officer will in turn forward the volunteers written request to the principal of the Civil Defence College.
- A request for a formal review must be made within 5 working days of the notification of the outcome of the informal review.
- Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the College Principal.
- The formal review will be undertaken by the College Principal and / or a person assigned by them.
- The outcome will generally be notified to the Civil Defence Officer by means of a written report within 10 working days of receipt of the formal review request. The Civil Defence Officer will in turn discuss the outcome with the volunteer.
- Should a Volunteer be dissatisfied with the outcome, he/she may request a review by a decision arbitrator on the conduct of the formal review.

Review by the decision arbitrator

The decision arbitrator is appointed by the College Principal. The decision arbitrator is unconnected with the training process and he/she will adjudicate on requests for review in cases where a volunteer is not satisfied with the outcome of the formal review.

The decision arbitrator considers whether the formal review has been carried out in a fair and diligent manner by examining all the written information available in respect of the matter. Where necessary he or she will also conduct interviews. The decision arbitrator can change or accept the decision of the formal reviewer. The outcome of the decision arbitrator in relation to such matters is final.

- A request made to the decision arbitrator must be received within 7 working days of the notification of the outcome of the formal review via the volunteers Civil Defence Officer.
- The outcome of the investigation will be notified to the Volunteer in the form of a written report within 10 working days. This report will be communicated to the volunteer via their Civil Defence Officer.

Volunteers' Obligations

Volunteers should note that they must:

- co-operate fully with the review process
- not knowingly or recklessly provide false information
- not canvass any person with or without inducements
- not interfere with or compromise the process in any way

Civil Defence Colleges' Obligations

Volunteers should expect:

- Act within the time frame set out
- Ensure fair and transparent process
- Where appropriate amend and adapt policies and procedures

Contact Details

For further information please contact

Ms. Róisín McGuire

College Principal

Civil Defence College

Benamore

Roscrea

Co. Tipperary

Civil Defence College Review

This form to be used for Formal and Arbitrator Reviews			
Volunteer Name			
Volunteer Number		Date	
Local Authority		Contact Number	
Email address			
CDO Name			
CDO Contact Number			
Please indicate if you wish to have a			
Formal Review		Arbitrators Review	
Learning / Course Event			
Location		Date	
Volunteers Statement			
<p>Please take some time to reflect on what points you wish to seek a formal / arbitrator review. If you are seeking a Formal Review it is important you link the points in your statement to specific events/ facts. If you are seeking an Arbitrators Review please outline those aspects of the Formal Review you are dissatisfied with. Please provide as much detail as possible and any supporting documentation you might have to hand.</p>			
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