

DUCO DIGITAL TRAINING

Appeals Procedure

For decisions made by Duco Digital Training — Owner: Matt Dowling, Co-Founder & Head of Quality — Version 1.0 — Date of issue: August 2026 — Next review: August 2027

This procedure allows a learner to challenge a specific decision made by Duco Digital Training — for example, an outcome on an internally assessed piece of work, a decision about course completion status, or a decision about access to Pass Assist support or a live training place.

Scope

This procedure applies to decisions Duco Digital Training itself makes. It does not cover BCS exam results or BCS certification decisions — those are appealed directly through BCS's own Learner Appeals Policy at bcs.org/contact-us/policies. Duco Digital Training can point you to the right BCS form if needed.

Grounds for appeal

An appeal should be based on one or more of the following:

- A procedural irregularity in how the original decision was reached.
- Evidence that was not properly considered at the time of the decision.
- Evidence of bias or unfair treatment in reaching the decision.

An appeal is not simply a request to reconsider a decision because the outcome was disappointing — it must be based on one of the grounds above.

How to appeal

Email matt@ducodigital.com within 5 working days of being notified of the decision, setting out the grounds for your appeal and any supporting evidence.

What happens next

1. We will acknowledge your appeal within 5 working days.
2. The appeal will be independently reviewed by the Head of Quality, or by the Director if the Head of Quality made the original decision.
3. We will write to you with the outcome of the appeal and the reasons for it.
4. If your appeal relates to a BCS-badged qualification or exam outcome, it will instead be directed to BCS's own appeals route at bcs.org/contact-us/policies.

This procedure is reviewed at least annually.