



Gate House, 1 Farringdon Street, London EC4M 7LG

Patron: **HRH The Duke of York, KG**

APPEALS PROCEDURE
ROYAL HOSPITAL SCHOOL BURSARIES

INTRODUCTION

PURPOSE

1. Greenwich Hospital is responsible for the award and assessment of seafaring bursaries to children who attend the Royal Hospital School. Therefore all concerns or appeals about the assessment and the award of a bursary will be dealt with by Greenwich Hospital in accordance with the following procedure.
2. The purpose of the Appeals Procedure is to resolve the concerns or complaints of beneficiaries fairly, consistently and without undue delay.

STAGE ONE - INFORMAL

3. If a beneficiary has an appeal relating to the award of a bursary, they should in the first instance raise it informally with the Charity and Communications Manager, Greenwich Hospital, who will attempt to resolve the complaint as soon as reasonably practicable. It is likely that the majority of all concerns will be resolved satisfactorily at this stage.
4. The Charity and Communications Manager will make a written record of the appeal and the date on which it was raised and the response provided.

STAGE TWO - FORMAL

5. If the beneficiary has raised an appeal informally and is not satisfied with the outcome, or it is not possible to deal with the appeal on an informal basis, they should raise the appeal formally in writing with the Charity Operations Director, Greenwich Hospital.
6. The Charity Operations Director :
 - will acknowledge receipt of the appeal within 5 working days of receipt and estimate when a response will be provided;
 - will conduct a comprehensive review of the appeal and relevant documents;
 - may ask for any additional information and if appropriate an interview with the Greenwich Hospital Caseworker or the Charity Team, may be arranged.

7. The Charity Operations Director will inform the beneficiary in writing of his decision on the appeal and the reasons for his decision.

STAGE THREE - APPEAL

8. If the beneficiary is dissatisfied with the decision of the Charity Operations Director they may appeal within 20 working days of the date of the decision letter to the Director of Greenwich Hospital
9. The beneficiary should give full written details of the grounds of appeal including the reasons why they are dissatisfied with the Charity Operations Director's decision.
10. Any additional documents or information in support of the appeal should be submitted with the appeal.
11. The Director :
 - will acknowledge receipt of the appeal and provide an estimate of when a response will be provided;
 - will review the decision by the Charity Operations Director;
 - will inform the beneficiary of his decision on the appeal and the reasons for his decision.
12. The Director's decision will be final and no further appeal will be considered.
13. If the beneficiary is unable to accept the Director's decision they will be invited to remove their child or children from the School.