

Disciplinary Policy (CTTC 04)

Academic and Non-Academic Misconduct

Aims and Values

Colchester Teacher Training Consortium (CTTC) is committed to being a fair and reasonable training provider and for the purposes of this policy, the term 'Trainees' refers to both ITT Trainees (salaried, apprentice and tuition fee) and Assessment Only Route candidates.

CTTC recognises that instances may arise in which Trainers are dissatisfied with the conduct of a Trainee and that in such cases there is a need for a formal procedure through which the issues can be identified without delay and appropriate action taken in a consistent and non-discriminatory manner.

The day-to-day supervision of Trainees is part of the normal management process and is outside the formal procedure for dealing with breaches of discipline. There is likely to be less recourse to the formal procedure if deficiencies in a Trainee's conduct are brought to their attention at the earliest possible stage by their immediate Trainer in the course of that person's normal duties. The CTTC Steering Group intends that informal measures are adopted wherever possible.

The object of the formal procedure is to provide a framework to deal with Trainees whose standard of conduct continues to fall short of that required by the Code of Conduct. Where possible, and or appropriate, issues will be dealt with informally, in consultation with any other personnel and/or schools concerned.

This policy should be referred to in conjunction with the Colchester County High School for Girls' (CCHSG) Code of Conduct. The procedures under the policy are as follows:

- Trainees and Trainers raise and deal with matters promptly and consistently
- Necessary investigation is carried out
- The Trainee is informed and given the opportunity to put forward their explanation of events before decisions are made
- Trainees are able to be accompanied at all formal meetings.

This Procedure is applicable to all Trainees. While the principles of reasonableness and natural justice reflected in the Procedure will apply, it may be necessary to foreshorten the Procedure, its processes and relevant timescales in keeping with the particular nature of their contract.

Where concerns relate to safeguarding or child protection, these will be managed in line with the most recent version of *Keeping Children Safe in Education (KCSIE)* and relevant local safeguarding procedures.

Safeguarding concerns take precedence over disciplinary procedures and may result in immediate action, including removal from placement or suspension, while investigations are ongoing.

All trainees have a duty to act in the best interests of pupils and to report any safeguarding concerns immediately, in line with CTTC and placement school policies.

Fitness to Practise

As an Initial Teacher Training provider, CTTC has a responsibility to ensure that all trainees demonstrate the professional behaviours required to be recommended for Qualified Teacher Status (QTS).

Concerns about a trainee's conduct may also raise questions about their fitness to practise as a teacher. This includes their ability to:

- Maintain appropriate professional standards
- Safeguard and promote the welfare of children
- Act with integrity and honesty
- Uphold public trust in the teaching profession

Where concerns relate to fitness to practise, CTTC may consider whether the trainee is suitable to continue on the programme, in addition to any disciplinary action taken.

Disciplinary Rules

The types of issue that could result in disciplinary action being taken are outlined in Appendix A.

Leadership and Management

CTTC Steering Group is responsible for:

- defining and communicating disciplinary rules;
- ensuring that systems are in place so that minor deficiencies in conduct are dealt with effectively without recourse to the formal procedure;
- ensuring that appropriate disciplinary procedures are in place, are monitored and reviewed regularly and are implemented in a fair and consistent manner;
- suspending Trainees where appropriate;
- establishing, where appropriate, disciplinary and appeals committees.

The ITT Administrative Team are responsible for ensuring that appropriate pre-course checks are carried out.

The Course Director is responsible for ensuring that Trainees are aware of disciplinary rules and procedures and dealing with any minor deficiencies in conduct at the earliest stage, through normal day to day supervision.

It is the responsibility of all Trainees to sign and comply with general rules and procedures referred to in their Code of Conduct, comply with ITT disciplinary and other procedures and to co-operate with the processes contained therein.

Procedures

The disciplinary procedures will be managed by the Course Director in consultation with the Head of the Lead School.

Stage 1: Informal.

An informal meeting will be held with the trainee to discuss the concern. This stage will focus on support, guidance and early intervention.

Actions may include:

- Clear identification of the concern
- Agreed targets and expectations for improvement
- Additional mentoring or support
- A review period to monitor progress

A written record may be kept to evidence the support provided and the trainee's response.

The aim of this stage is to support improvement and avoid escalation to formal procedures wherever possible.

Stage 2: Formal.

The Trainee is informed of a second meeting when notes are taken.

Where the Course Director recommends a disciplinary sanction, the CTTC Steering Group will be informed and a Disciplinary Committee will be formed according to the Terms of Reference. The Disciplinary Committee will adjudicate on the matter.

The Trainee will be notified of the date, time and venue of the meeting, giving 15 working days' notice. They will be informed by letter of the reason for the need for such a meeting.

(All appeals will be heard by an Appeals Committee, as in the Appeals Policy)

A Trainee is entitled to be accompanied by a union/professional association representative, colleague, friend or other appropriate person, at all formal meetings, hearings and appeals. The Trainee must make their own arrangements for this and inform the Course Director. Such representatives should make themselves available to accompany the Trainee within a reasonable period of time. If, however the Trainee's chosen representative is not available, for a reason that was not reasonably foreseeable at the time proposed for any meeting/hearing, one alternative date will be set, normally no later than five working days from the original date.

Investigations

Where a Trainee's conduct is called into question, the Course Director (investigating officer) will conduct such investigations, as s/he may consider necessary. The purpose of the investigation is to gather sufficient information to determine whether or not the matter needs to be pursued formally at a disciplinary hearing. Where appropriate, the Trainee will be given ample opportunity to state their case and the investigation may involve interviewing witnesses, other relevant parties and taking statements.

All reasonable effort will be made to complete the investigation without delay.

If, following the investigation the Course Director considers that disciplinary action is necessary, s/he will arrange for this to be undertaken, in accordance with the Terms of Reference for the Disciplinary Committee.

Formal disciplinary action will not be taken against a Trainee without prior investigation, other than in exceptional circumstances.

Where a Trainee admits an allegation, it may not be necessary for the investigating officer to carry out a lengthy investigation. Any hearing in these circumstances would be to consider the allegation, the Trainee's admission and any mitigation they wish to put forward.

It will be open to a Trainee to accept a proposed disciplinary sanction without being subject to the full normal Procedure. This is called an 'agreed outcome'.

In certain circumstances, the investigating officer may conclude that formal disciplinary action is not necessary but that professional advice should be given to the Trainee. A letter of expectation is not a disciplinary sanction but may be issued to support professional development. This will be retained on the trainee's file for the duration of the programme and reviewed as part of ongoing progress monitoring.

Suspension, whilst investigations are ongoing

Suspension may be effected normally only where:

- there is a risk to others within the partnership;
- the allegations are so serious that dismissal for gross misconduct would be a possible outcome
- allowing the Trainee to remain on the course could hinder the investigatory process.

Only the Chair of the CTTC Steering Group has the power to suspend a Trainee.

Suspension can only be ended by the Chair of the CTTC Steering Group.

Disciplinary Hearings

If after investigation, the investigating officer considers that a formal sanction or dismissal is appropriate, s/he will refer the matter to a formal hearing. Disciplinary hearings will be carried out without delay.

The Trainee will be given at least 15 working days' notice, in writing, of the date, time and place of any disciplinary hearing. When given this notice, the Trainee will be:

- (i) informed of the nature and details of the alleged misconduct;
- (ii) informed of their right to be accompanied at the hearing by a representative (see above) and of their right to call witnesses;
- (iii) supplied with a copy of the investigating officer's written report which is to be considered at the hearing, including any witness statements;
- (iv) given an indication of the possible disciplinary penalty which could be imposed if the allegations were found to be substantiated, e.g. a formal warning or dismissal from the course;

- (v) informed who will conduct the hearing and the name of the presenting officer (appointed representative of the CTTC Steering Group), including any advisers either party may have and the names of any witnesses* to be called;
- (vi) given a copy of the CTTC disciplinary procedure.

Not later than three working days before the hearing the Trainee:

- (i) must supply the name and status of their representative;
- (ii) must supply the names of any witnesses* s/he intends to call and an outline of the evidence they will give;
- (iii) may submit a written statement or other supporting written evidence if s/he wishes, either direct or through their representative.

* Both the CTTC Steering Group and the Trainee should give careful consideration to whom they call as witnesses, limiting the numbers to the minimum necessary to support their case.

At the hearing the Trainee and/or their representative and the person presenting the case may:

- (i) address those conducting the hearing;
- (ii) be questioned by the other party and by those hearing the case, on the statements made by them and on any evidence they have submitted;
- (iii) question the other party on any relevant aspect of their evidence;

Witnesses called by either party may be questioned by the other party and by those hearing the case.

An opportunity will be given at the end of the process for both parties to make a summary statement of their case. The Trainee or their representative will have the right to speak last.

Trainees are required to take all reasonable steps to attend hearings. Hearings may be re-arranged once where either party or their representatives are unable to attend for a reason that was not reasonably foreseeable. Where a Trainee fails to provide good reason for non-attendance, those hearing the case will make a decision about whether or not to proceed.

Timing/location of meetings/hearing

Where possible and appropriate, timings of meetings and hearings will be agreed with the Trainee and their representative and will normally take place during the working day.

Where possible meetings and hearings will be held at a mutually convenient location, which meet any special needs of attendees, which may sometimes be away from the CTTC Centre where this is considered to be appropriate.

Possible outcomes of hearing

Where those hearing a formal disciplinary case conclude that there is sufficient evidence to support the allegation(s), they may apply an appropriate sanction, including dismissal. Any decision of the hearing will satisfy the test of reasonableness in all the circumstances and any sanctions will be proportionate to the nature of the misconduct. The following mitigating circumstances will be considered:

- the Trainee's disciplinary and general record;
- any explanation or mitigation put forward by the Trainee;
- any action taken in similar situations;
- any other relevant factors.

Depending on the circumstances, disciplinary action could take the following forms:

- i) Written warning e.g. where there has been a failure to conform to standards
- ii) Final written warning e.g. where there is further misconduct or the misconduct is considered to be sufficiently serious.
- iii) Dismissal e.g. where conduct has failed to improve following previous warning(s).
- iv) Summary dismissal e.g. where an act of gross misconduct has been committed.

Warnings will set out the:

- nature of the misconduct and expectations of future conduct
- length of the warning
- consequences of future misconduct.

The validity of disciplinary warnings will be considered to run for the duration of the course provided that no further warnings have been issued and no disciplinary action has been taken against the Trainee during that period. Exceptions are set out below. Expired warnings will generally be disregarded in the event of any future disciplinary action (although a record of the warning will not be removed from the personal file) but the fact that there is an expired warning may explain why the CTTC Steering Group does not substitute a lesser sanction.

Notification of outcome of disciplinary hearing

Where possible the decision of the hearing will be notified verbally to the Trainee at the end of the hearing. In any case the Trainee will be issued with a written notification of the outcome within five working days of the hearing.

In case of dismissal, this letter will contain notice, where appropriate, of dismissal. This may be rescinded subsequently on appeal.

Trainees will be asked to sign a copy of such notifications to confirm that they have received and understood them.

Appeals – as in Appeals Policy

Records

Notes of hearings and meetings with the Trainee will be taken and shared with him/her.

Details of any formal disciplinary action, including any warnings will be retained on the Trainee's personal file.

Letters of expectation are not disciplinary sanctions and will remain on the Trainee's personal file indefinitely.

If an investigation or hearing concludes that an allegation is totally unsubstantiated, all records will be removed from the Trainee's personal file. The only exception would be where the allegation relates to safeguarding issues.

Details of any ongoing disciplinary action and/or sanctions, and in the case of safeguarding matters and gross misconduct, expired warnings will be referred to in any reference requested. Only such information as has been discussed with the Trainee will be referred to.

Grievances

If a Trainee raises a grievance during the course of the disciplinary procedure, related to the case, the grievance will normally be dealt with as part of the formal disciplinary hearing/appeal process. If appropriate, given the nature of the grievance, the disciplinary process may be temporarily suspended in order to deal with the grievance.

Appendix A – Disciplinary Rules

Trainees need to be aware of the standards required from them in the course of their normal day to day duties and the possible consequences of any failure to adhere to maintain these standards. Listed below are the types of issues which could result in disciplinary action being taken.

Misconduct of a minor, or serious nature may result in a written warning being issued. Acts of gross negligence, or cumulative or repeated acts of misconduct may lead to dismissal.

Gross Misconduct is defined as misconduct of such a serious nature that CTTC is justified in no longer tolerating the Trainee's continued presence on the course. An allegation of gross misconduct will normally lead to suspension, pending an investigation and to summary dismissal (i.e. dismissal without notice) where the allegations are substantiated. There may be situations where misconduct which would normally lead to summary dismissal may warrant less serious action. Similarly, there may be situations in which misconduct which would not normally lead to summary dismissal warrants such action.

Misconduct

Examples of misconduct where a form of warning may be issued, or where cumulative or repeated acts could lead to dismissal are as follows:

- Attendance and Time-keeping
 - Continuing failure to comply with attendance and time-keeping requirements
 - Continuing failure to follow procedures for booking and returning from leave
 - Absenteeism and unauthorised absence from the course
- Behaviour
 - Breach of confidentiality relating both to the CTTC and / or information held within placement schools
 - Refusal or failure to follow a legitimate management instruction
 - Inappropriate behaviour or abuse of authority towards a colleague or member of the public or person in the care of CTTC
 - Insubordination
 - Failure to comply with CTTC's Equality and Diversity Policy
 - Any posting that causes damage to CTTC and or Partnership schools, any of its employees or any third party's reputation may amount to misconduct or gross misconduct which could result in dismissal.
 - Conduct on the course which is likely to offend decency
 - Conduct which could bring CTTC into disrepute
 - Refusal to comply with CTTC's no-smoking policy
 - Negligence in the performance of duties
 - Misuse of CTTC facilities
 - Abuse of CTTC policies
- Poor Working Practices
 - Failure to maintain proper records
 - Failure to follow CTTC procedures e.g. financial regulations, standing orders
 - Failure to comply with health and safety requirements
 - Plagiarism
- General

- Misconduct in relation to official documents e.g. destroying or mutilating records kept required for the purposes of CTTC or altering/erasing or adding to entries in any such document without legitimate reason
- Neglect of health e.g. committing an act or adopting conduct which may impede recovery and return to the course whilst absent due to sickness
- Any other act of misconduct of a similar gravity

Digital Conduct and Use of Technology (including AI)

CTTC recognises the increasing role of digital technology in both academic work and professional practice. Trainees are expected to demonstrate responsible, ethical and professional use of technology at all times, in line with the Teachers' Standards (Part 2).

Misconduct in relation to digital conduct may include (but is not limited to):

- Inappropriate use of social media or messaging platforms (e.g. WhatsApp, Instagram, email) that could bring CTTC, placement schools, or the profession into disrepute
- Breaches of professional boundaries, including inappropriate communication with pupils or sharing of personal contact details
- Sharing or publishing confidential information, images or videos from placement schools without permission
- Misuse of school or CTTC IT systems

In relation to academic work, misconduct may include:

- Submitting work generated wholly or partially by artificial intelligence (AI) tools (e.g. ChatGPT or similar) as the trainee's own without appropriate acknowledgement
- Failure to declare or appropriately reference the use of AI in academic work
- Fabrication or falsification of data, evidence or reflections
- Plagiarism in any form

Where AI is used appropriately to support learning, this must be transparent and in line with CTTC and the University of Suffolk guidance.

Any misuse of technology or AI will be investigated and may result in disciplinary action.

Gross misconduct

Examples of misconduct which will normally be regarded as gross misconduct are:

- Unauthorised removal of CTTC property
- Stealing from CTTC, its governors, its Trainees, its Partnership schools or the public and other offences of dishonesty
- Sexual harassment
- Breaches of the CTTC's Inclusion policy, including serious acts of harassment, discrimination or verbal abuse against employees, clients or members of the public on grounds of race, sex, disability or religious belief or any other grounds
- Fighting / Physical assault
- Harming pupils in breach of child protection/safeguarding regulation and policy and Abuse of Trust
- Falsification of absence of leave forms, sickness self-certification sickness forms
- Offences which seriously threaten the security of the CTTC's clients, members of the public, employees or property or which seriously damages public confidence in the CTTC

- Deliberate misuse of data protection information and/or deliberate interference with computerised information
- Falsification of qualifications which are a stated requirement of entry onto the course
- Malicious damage to CTTC's property
- Serious breaches of Health and Safety legislation and/or the CTTC's Health and Safety Policy e.g. intentional or reckless interference with or misuse of anything provided by the CTTC in the interests of health and safety.
- Serious drug/alcohol related offences
- Serious breaches of the CTTC's policy on use/misuse of the internet/data records
- Serious breaches of the CTTC's Code of Conduct
- Failure to disclose any relevant criminal offences prior to starting the course and any criminal convictions which occur during the course
- Any other act of misconduct of a similar gravity

The above lists are neither exclusive nor exhaustive and there may be actions which do not appear above but may nevertheless be the subject of disciplinary action.

In determining the seriousness of the misconduct, particular regard will be given to the circumstances of the individual case. Factors which can influence a decision as to the seriousness of the offence may include:

- the type, degree and frequency of the misconduct
- the consequences arising from the misconduct

Careful consideration will be given to the above factors in each case. What is regarded as misconduct in some cases may, in others, depending on the circumstances, be regarded as gross misconduct.

It is impossible to list every type of action which would result in disciplinary action being taken. The above lists are to give Trainees an understanding of the type of act which would result in disciplinary action and of the consequences of such acts.

Policy Reviewed: April 2026
Next Review: April 2028

Disciplinary Panel – Processes and Procedures (Terms of Reference)

1. Introduction

- 1.1. The CTTC will take action when there are concerns about a Trainee's conduct. Where concerns of this nature arise the CTTC will convene a Disciplinary Panel and will share information regarding individual cases with the relevant partner school(s) and/or regulatory bodies in line with their requirements.
- 1.2. The purpose of the Disciplinary Policy is to ensure the provision of a timely, transparent and consistent response to matters of Trainee conduct considered to be a major cause of concern
- 1.3. If a Trainee with a disclosed disability is called to a Disciplinary Hearing the chair of the panel will ensure that all reasonable adjustments had been made to support the Trainee before commencing panel proceedings.
- 1.4. The Chair of the Steering Group can suspend a Trainee, pending investigation, with immediate effect from all or part of a programme where the Trainee's alleged misconduct is such that it is inappropriate for the Trainee to remain on the programme.
- 1.5. Trainees who are referred to the Disciplinary Panel will be advised of the support available to them and how to use the representation available.

2. Terms of Reference of the Disciplinary Panel

- 2.1. To hear the allegations and the Trainee's response to those allegations, regarding their conduct, professional practice and/or the ability to conduct him/herself in line with the requirements of the relevant regulatory body;
- 2.2. To decide whether the allegation is proved and, if so, to decide on the appropriate sanction. (Note: Panels use the standard of proof that is applied to civil proceedings, that of the balance of probability);
- 2.3. To ensure that the requirements of relevant Regulatory bodies and the Vetting and Barring Scheme relating to notification of outcomes of disciplinary procedures are met.

3. Membership of the Disciplinary Panel

- 3.1. The Disciplinary Panel will comprise a quorum of three members.

- 3.2.** The Chair of the Panel will be selected from a list approved by the CTTC Steering Committee. The chair will have no prior knowledge of the case being considered.
- 3.3.** The Panel will normally consist of;
- the Chair of the CTTC Personnel Committee
Two other Headteachers from CTTC partner schools
- 3.4.** The following persons will be invited to attend the panel meeting to present the evidence:
- the relevant Headteacher or Professional tutor, or nominee;
 - the trainee, if they chose to attend, and their representative (see 4.8) if the Trainee chooses to bring one.
- 3.5.** A secretary will minute the meeting and maintain records of Panels.
- 3.6.** Panel members will be advised of the rules and regulations of the CTTC and other relevant statutory regulations.
- 3.7.** All members of the Panel have a duty to declare before the Panel meets any conflicts of interest in cases presented to the Panel. This may be of a private or personal nature as well as in a professional context. Where it is the case that there is or could be a conflict of interest, the prospective Panel member will make this known to the Chair at the earliest opportunity.
- 3.8.** The investigating presenter will not take part in the decision making process.

4. Procedure

- 4.1.** If it is established that the issue is of a major concern the Chair of the Disciplinary Committee will be notified by the Course Director.
- 4.2.** If a major cause for concern is identified the Trainee will be informed by the Chair of the case against them, made aware of their rights and directed to relevant Trainee disciplinary policies.
- 4.3.** The Chair of the Steering Committee, may suspend the Trainee from all or part of the programme pending the outcome of the Disciplinary Hearing. This may include being withdrawn from the school placement
- 4.4.** The Panel will normally meet within 15 working days of the notification to the Trainee by the Chair that the Panel will be convening.

- 4.5. Investigations of a serious nature, often take an extended period of time to complete. In these circumstances, the Chair will keep the Trainee informed and updated on the progress of the investigation at regular intervals.
- 4.6. The Course Director will normally be responsible for investigating, reporting and presenting the particular Trainee case to the Disciplinary Panel. The preceding investigation will involve liaison with all relevant parties. A written report which includes a time line of events and pertinent evidence will normally be circulated to Panel members in advance of the Panel meeting. The report will be made available to the Trainee in advance of, and will be presented during, the Panel meeting.
- 4.7. The Secretary to the Panel will distribute all documentation being presented at the Panel meeting to each member of the Panel, the Trainee, the Course Director, together with notice of the meeting and the time and place at which it will be held. The documents and notice shall normally be sent not less than 5 working days before the date set for the meeting of the Panel. In exceptional cases the Chair of the Panel may permit the later submission or circulation of papers.
- 4.8. The Trainee will be invited to attend and speak about the concerns raised. A Trainee attending for interview may be accompanied by a friend or a member of staff who may speak on their behalf.
- 4.9. The Trainee will be advised of their right to submit a written statement before the Panel meeting; this must be sent to the Secretary not less than three working days before the Panel meeting is scheduled to take place.
- 4.10. All additional information, from any party, will be circulated not less than 3 days before the meeting and papers will not normally be permitted to be tabled at meeting.
- 4.11. Members of the Panel may ask questions of Trainee and the Course Director. The Trainee and Course Director may also ask questions of each other.
- 4.12. The Disciplinary Panel may adjourn proceedings if necessary.
- 4.13. The Chair of the Disciplinary Panel is responsible for communicating the outcome to the Trainee and all relevant parties. This also includes informing regulatory bodies and any other organisations as required.

5. Decision Making

- 5.1. Any case of alleged Trainee misconduct referred to the Disciplinary Panel will be thoroughly investigated. The resultant outcome and decision must be based on all the evidence presented.

- 5.2.** The burden of proof rests with the CTTC Steering Group. It must prove that the Trainee's conduct is unacceptable. The standard of proof is the same applicable to civil proceedings, that of the balance of probability.
- 5.3.** Panel members must exercise their own personal and professional judgement in coming to a conclusion regarding the decision and sanction. They must ensure that any recommended sanction is proportionate to the misconduct found proved, and that it will deal effectively with the concerns raised.
- 5.4.** The possible decisions and sanctions of Panel hearings are as follows:

1. There is no case to answer

The Trainee receives no warning or sanction as there is no case to answer. However the Trainee is supported to reflect on their situation and experience. The case is referred back to the Course Director and may be treated as a minor issue

2. There is a case to answer and the Panel recommends an appropriate sanction (see below).

Indicative sanctions (alternative sanctions may be made as appropriate to individual cases):

- The Trainee receives a warning if there is evidence of misconduct but the Trainee's fitness to practise is not impaired to a point of requiring any of the actions listed below
- The Trainee receives a sanction – beginning with the least severe and proportionate to the risk as follows:
 - Being graded as Cause for Concern or unsatisfactory
 - Requiring the Trainee to retake part of the programme
 - Suspension from professional programme for a specified period of time
 - Withdrawal from the professional programme with the ability to re-register in the future
 - Withdrawal from the professional programme without the ability to re-register in the future but with possible transfer to another non-professional programme
 - Suspension or exclusion of Trainee with immediate effect from CTTC and partnership premises and/or services

- 5.5.** Where the case has been found against the Trainee, the Panel decision and sanctions will be conveyed in writing to the relevant Examination Board. The Chair of the Disciplinary Panel will be responsible for communicating the outcome and sanctions of the Disciplinary

Panel to the Trainee and all relevant parties, including regulatory bodies and other organisations as required, in keeping with the CTTC Disciplinary Procedures.

- 5.6. When a lesser penalty is deemed suitable, the Panel recommends a supportive and formative approach is taken with the Trainee.
- 5.7. Outcomes and sanctions made by the Panel will be clearly documented and will be attached to the relevant Trainee file. Any subsequent incidents may be considered in light of earlier warnings
- 5.8. The Trainee shall have the right to appeal by following the procedures set out in the CTTC Appeals Policy.

6. Appeal Process

Refer to the CTTC Appeals Policy for details of the Appeals process.