

POLICY

JANUARY 2026

APPEALS POLICY



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APPEALS POLICY

INTRODUCTION TO THIS POLICY

POLICY STATEMENT

This Policy and Procedure reflects the need for DNA to establish, maintain and comply with a fair, transparent, and consistent process when looking at Appeals. This policy looks primarily at appeals against withdrawals (from the course), withdrawals (from the NEBDN), extenuating circumstances and claims of malpractice.

PURPOSE

This policy aims to provide a structure that is both clear and fair for any stakeholder wishing to appeal a decision relating to their exam result or outcome from a concerns investigation.

STAKEHOLDERS

This policy applies to all whom come into contact with the DNA. This includes:

- I. DNA staff
 - a. The Board
 - b. Senior Managers
 - c. Employees
 - d. Self Employed
 - e. Agency Staff

- f. Volunteers
- 2. Job applicants
- 3. Learners (current and prospective)
 - a. Apprenticeship students
 - b. National Diploma students
- 4. Third Parties
 - a. Employers (Dental Practices) of our learners
 - b. Sub-Contractors to the DNA
 - c. Suppliers to the DNA

DEFINITIONS

GENERAL DEFINITIONS

- (i) **DNA** means the Dental Nurse Academy.
- (ii) **Employers** means the employer (Dental Practice) of an Apprentice or National Diploma student who is registered with the Dental Nurse Academy.
- (iii) **Learners** means Apprentices and National Diploma students.
- (iv) **Staff** means The Board, Senior Managers, Employees, Self Employed, Agency Staff and Volunteers acting on behalf of the Dental Nurse Academy.
- (v) **Third Parties** means Employers, Sub-Contractors to the DNA and Suppliers to the DNA

DEFINITIONS SPECIFIC TO THIS POLICY

- (i) N/A

RELATED POLICIES AND ARRANGEMENTS

All DNA policies and arrangements have a bearing on this topic. The following policies are referenced specifically from this policy:

- POL-I-4 Complaint Policy
- POL-I-6 Privacy Policy
- POL-I-20 Examination and Invigilation Policy
- POL-I-41 Witness Verification Policy
- POL-I-42 Recognition of Prior Learning Policy
- POL-I-43 Withdrawal, Deferral and Breaks in Learning Policy

The DNA's policies will be reviewed regularly (on an annual basis) and any identified elements which breach or risk deviation from this policy shall be removed.

LEGAL FRAMEWORK

There is no legal framework associated with this policy.

OUR COMMITMENT

APPEALS AGAINST WITHDRAWALS FROM THE COURSE

Learners have a 2 year membership. If that expires, learners will generally be able to renew their membership on payment of the appropriate fee. If fees are not paid in line with terms and conditions within the 2 years, learners are advised 3 times before being withdrawn from the course. Normally learners will be allowed to rejoin on payment of the appropriate fee.

For learners who have been withdrawn due to a malpractice incident, see [POL-I-11 Malpractice Policy](#).

For learners who have been withdrawn due to a behaviour incident, see [POL-I-15 Learner Behaviour Policy](#)

APPEALS AGAINST WITHDRAWALS FROM THE NEBDN

Withdrawals from the NEBDN normally take place after a failure to pay resit fees in the specified time. All effort is made to collect fees before withdrawal. Learners will normally be allowed to rejoin if fees are paid.

EXTENUATING CIRCUMSTANCES

Learners are able to appeal against an NEBDN decision by completing an extenuating Circumstances form. Normally DNA will try to support a learner decision to for example ask for more time in an exam or to reduce a fee from the NEBDN questioned by the Learner.

The Learner may also appeal against an examination result on payment of an appropriate fee to the NEBDN.

APPEALS AGAINST EXAM RESULTS

The Dental Nurse Academy does not provide invigilation for the NEBDN's online examinations (which is done by NEBDN computer software) but seeks to support learners who require assistance in the procedure. See [POL-I-20 Examination and Invigilation Policy](#)

As the NEBDN invigilates, NEBDN's Appeals Policy (found on the NEBDN website) should be adhered to when appealing examination results.

APPEALING AGAINST CLAIMS OF MALPRACTICE

See [POL-I-11 Malpractice Policy](#)

PROMOTION AND COMMITMENT

PROMOTING THIS POLICY

All stakeholders (defined above) are required to engage with this policy and the procedures described.

This policy is promoted via the Staff Handbook, the Student Handbook and is readily available on the DNA website at www.dentalnurseacademy.com.

GAINING COMMITMENT TO THIS POLICY

Confirmation of engagement is required by all stakeholders. Our contracts and agreements require agreement to this Policy's acceptance:

- a. Employee Contract (employees)
- b. Employer Agreement (employers i.e. dental practices)
- c. Apprenticeship Commitment Statement (Apprenticeship learners)
- d. Student terms and conditions (National Diploma learners)
- e. Sub Contracting Agreement (suppliers)

Learners and employers are made aware of the Policy on joining and have to commit to accepting the policy as a condition of joining.

All members of staff are required to attest to their having read, understood and commit to this policy.

1. Upon joining the Dental Nurse Academy, new staff members complete policies and procedures training as part of their induction. Attestation is completed via the web form
2. Each year on an annual basis, all staff members must renew their attestation via the web form.

Web form for staff attestation: www.dentalnurseacademy.com/staff-attestation-form
(staff only)

TRAINING

INITIAL TRAINING

Training on this policy is included as part of the induction process when new starters join the Dental Nurse Academy.

REFRESHER TRAINING

Training regarding this policy is repeated annually.

Training is provided for managers on this policy and the associated arrangements.

MONITORING

Appeals are monitored ongoing and reviewed as appropriate by the Board.

MANAGING CONCERNS

RAISING CONCERNS

To raise a concern, contact the Senior Lead in the first instance. If that person is not available, please contact the Deputy Senior Lead. In the event of neither being available please escalate to the point of escalation. Full contact details are described below for each of these individuals.

All concerns should be raised formally by email to

raisingconcerns@dentalnurseacademy.com

RECORDING CONCERNS

Concerns are recorded in the DNA's Policy Concerns Log, which is stored securely on our HR server. Access is restricted to this folder so that only relevant persons can access the log. It is the responsibility of the Senior Lead to record all concerns and action taken.

All log files are kept in accordance with UK law and best practice and will be deleted in the appropriate timeframe.

INVESTIGATING CONCERNS

We aim to objectively assess every concern, evaluating its severity in the context of this policy. We aim to apply common sense and judgement, and commit to deal with allegations as quickly, fairly and consistently as is reasonably practicable. Our process will always involve two (2) senior management team members in any investigation, as well as a relevant Manager as appropriate.

1. Ensure the log is completed for this concern
2. Categorise the concern level of the allegation
3. Create an initial response to the allegation
4. Ensure the full facts are presented to the investigation team
5. Seek advice from regulatory/government body if appropriate
6. Reach decision
 1. Where “no further action” is the outcome:
 1. The record log must be updated including the justification for the decision
 2. A response will be put in writing to the individual concerned
 2. Where “further enquiry” is the outcome:
 1. A schedule for review will be created to determine frequency for updates
 2. An action plan for next steps will be created
 3. The record log will be updated accordingly

RESPONSIBILITY

Responsibility for ensuring the effective implementation and operation of this policy rests with the Chief Executive. Partners and Managers will ensure that they and their staff operate within this policy and arrangements, and that all reasonable and practical steps are taken to ensure continuity plans and contingencies are in place on an ongoing basis. Each partner will ensure that:

- All staff are aware of the processes and arrangements referenced in this policy;
- Proper records are maintained.

The person responsible for monitoring the operation of the policy, including periodic departmental audits, and with responsibility for considering and taking action if any instances breach this policy is:

Elaine Mustoe (contact details below)

GETTING SUPPORT OR GUIDANCE

SUPPORT

Support with any requirements relating to this policy should be obtained from the Senior lead for Appeals, detailed below.

GUIDANCE

Guidance on appeals can be obtained from the GDC or NEBDN

IMPORTANT CONTACTS

SENIOR LEAD FOR THIS POLICY

- Name: Elaine Mustoe
- Title: Course Director
- Email address: elainem@dentalnurseacademy.com
- Telephone number: 020 4591 2333

DEPUTY SENIOR LEAD FOR THIS POLICY

- Name: Demelza Owen
- Title: Operations Director
- Email address: demelzao@dentalnurseacademy.com
- Telephone number: 020 4591 2333

POINT OF ESCALATION FOR THIS POLICY

- Name: Rob Mustoe
- Title: MD
- Email address: consultant@dentalnurseacademy.com
- Telephone number: 020 4591 2333

NEBDN (AWARDING BODY)

- Name: Customer support
- Email address: customersupport@nebdn.org
- Telephone number: 01772 429 917

GENERAL DENTAL COUNCIL (GDC)

- Email address (<https://www.gdc-uk.org/contact-us> - use contact form)
- Telephone number: 0207 167 6000

REVIEW

This policy is fully supported by senior management (The Board at the DNA).

The effectiveness of this policy and associated arrangements will be reviewed annually under the direct supervision of the Chief Executive/MD, to ensure alignment with current GDC guidelines and educational best practices.

LAST REVIEWED

January 2026

Reviewed by: Rob Mustoe, MD



NEXT REVIEW

January 2027