

Policy – Complaints and Appeals



The Academy hope that the provision made for learners at all stages of their programme of study will make the need for complaints (about that provision) or appeals (against the outcomes of any form of assessment) infrequent.

However, all those concerned believe that it is important for learners to be clear about how to raise a concern or make a complaint, and how to appeal against the outcome of assessment. The following guidance attempts to provide such information.

Nothing in this guidance precludes an informal discussion with the person immediately responsible for the issue that you wish to complain about (and who may not be one of the individuals identified below). This is often the simplest way to achieve a satisfactory resolution.

Complaints

In the first instance please discuss any concerns with the person immediately responsible for the issue that you wish to complain about.

If you are dissatisfied with the outcome, then you may take your concern further by making a formal complaint to Rebecca Tarbox – Head of Funding & Vocational Training. A complaint may cover aspects of teaching and learning, and non-academic issues.

Rebecca Tarbox will respond in writing within seven working days. She will also be able to explain how to take your complaint further if you are still dissatisfied with the outcome of this consideration.

Academic appeals

Stage 1 The learner should raise the concern or issue with their Assessor directly, discuss how they feel about the assessment decision and where possible the Assessor and the learner should come to a mutually agreeable course of action.

Stage 2 If the learner still feels dissatisfied after raising this at Stage 1 then they can make a formal appeal. The learner must set out in writing the specific reasons as to why they disagree with their Assessors decision. The Assessor will notify the Quality Manager who will then review the work and the learner's reasons and make a decision and report back to them on the outcome. If the learner continues to feel dissatisfied, this will be reviewed by the Head of Funding and Vocational Training.

Stage 3 If the learner does not agree with the Head of Funding and Vocational Trainings' decision, arrangements will be made for their appeal to be assessed externally by the relevant awarding body. They will review the learners reasons, the assessors', Quality Managers' and the Head of Funding and Vocational Trainings' decision before making their decision. This judgement will be final.