



ACADEMIC APPEALS AND COMPLAINTS POLICY

- 1 General
- 2 Grounds for appeal
3. How to make an appeal
4. Timescale for appeals
5. Action following appeal procedures
6. Complaints Handling Procedure

1. General

An appeal is a request for a review of a decision of an academic body charged with making decisions on student progression, assessment and awards. A complaint is different, and arises from a specific concern about the adequacy or quality of the provision of a programme of study or related academic service. The College believes that students should be able to raise matters of concern without fear of disadvantage and in the knowledge that their privacy and confidentiality will be respected as will that of members of staff.

2. Grounds for appeal

2.1. There shall be no appeal against an assessment result determined as set out in the assessment strategy detailed in the module specification, except on the grounds that the approved policy for moderation has not been followed.

2.2. A student may appeal against a decision of a Board of Examiners made, only if one or more of the following grounds apply:

- a. Where the student provides written evidence in support of a claim that performance in the assessment was adversely affected by extenuating circumstances which the student was unable or, for valid reasons, unwilling to divulge before the Board of Examiners reached its decision; or
- b. Where there is prima facie evidence, whether provided by the student or otherwise, that:
 - i. there has been a material administrative error; or
 - ii. the examinations or other assessments were not conducted in accordance with the regulations for the programme and/or special arrangements formally agreed; or
 - iii. some other material irregularity relevant to the Board of Examiner's decision has occurred.

2.3. Disagreement with the academic judgement of a Board of Examiners cannot of itself constitute grounds for an appeal.

2.4. An appeal must be made within the time limits and in the manner prescribed in section four of the document.

2.5. A formal complaint is an expression of dissatisfaction with a service provided or the lack of a service. It must relate to services that students were led to believe would be provided.

2.6. Where the student raises a matter of concern that does not meet the grounds for appeal under this paragraph, the matter may be dealt with as a formal complaint. Please note that, even in the event that a complaint is upheld, where there is no right of appeal, an assessment

result made under paragraph 15.1 or a decision of a Board of Examiners made cannot be changed.

3. How to make an appeal

You are strongly encouraged to discuss any matters leading you to consider appealing with your Personal Tutor before submitting a formal appeal. Depending on the circumstances, your personal tutor may be able to help you resolve your concerns in consultation with the Board of Examiners without the need for you to make a formal appeal. If you decide to appeal, you may wish to seek advice on completing the Appeal Form with your personal tutor.

4. Timescale for appeals

Your appeal must be submitted in writing to the CEO's Office within one calendar month of the date of the letter notifying you of the decision against which the appeal is directed. The College aims to deal with appeals as quickly as possible. However, you should be aware that it may take some time before your appeal is resolved. You may be asked to provide further information before your appeal can be considered.

5. Action following appeal procedures

The student will be sent a written statement setting out the decision that has been made and the reasons for reaching that decision, together with any actions required by the student or the College to follow up and implement that decision. The outcome will be either to: - rescind the original decision, or - vary the original decision, or - reject the appeal. The written statement will also include details of any further right of appeal available to the student if they remain dissatisfied with the final outcome of the College's procedures. This will include, where applicable, the right to appeal to The Open University.

6. Complaints Handling Procedure

The College is committed to providing all its users with high quality services and we aim to do so fairly and efficiently. However, there may be times where a student, feels that his/her expectations have not been met. Where this happens, our procedures aim to make it as easy as possible for users to submit a complaint. The procedures and guides listed describe our complaints procedure and how to make a complaint. You can complain about things like:

- The quality and standard of any service we provide or fail to provide
- The quality of our facilities and learning resources
- The quality and standards of academic services and personal support services available to you
- Failure of the College to follow appropriate administrative processes
- Unfair treatment or inappropriate behaviour by a student or staff member.

You can make your complaint in writing by completing the complaint form, available on VLE. We have a two-stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

Stage 1: Frontline resolution

We will always try to resolve your complaint quickly, within five working days if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.

Stage 2: Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation. We will acknowledge your complaint within three working days. We will give you our decision as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time.

Version	Author	Date	Updated items
V1	Farhad Keissarian	10 March 2017	N/A
V2	Farhad keissarian Tyrone Corsinie	10 March 2020	Sections 4 & 5