

Complaints & Appeals Policy



This policy describes the process by which learners can appeal against an assessment decision and obtain accurate and fair assessment of their work or competences, if necessary, through the intervention of an appropriate third party.

This procedure shall apply when any learner feels assessment has been carried out unfairly and wishes to appeal.

It is the responsibility of all St-Edmunds Society staff for ensuring that all candidates are informed of this procedure.

Procedure

1. The candidate concerned will notify the assessor of an appeal within 7 days of receiving the assessment decision.
2. The assessor will respond to the candidate within 7 days.
3. If the appeal is not resolved the candidate will make a written appeal to the centre co-ordinator within 7 days of receiving the response from the assessor.
4. The General Manager will consult the assessor and the Quality Assurer involved.
5. The assessment decision will be internally quality assured to determine the validity of the appeal.
6. The General Manager shall respond in writing to the candidate within 7 days of being informed of the appeal.
7. If the appeal is not resolved the candidate can pursue the appeal through the awarding body.

Grounds for appeal

The following are grounds for an appeal against assessment decisions which is pursued by the appeals process, examples being (this list is not exhaustive):

- Procedural or organisational irregularities in the conduct of an assessment
- The assessment did not follow the assessment plan for the unit or module
- Misleading information in relation to the assessment has been given
- Insufficient or inappropriate instructions or guidance has been provided
- Insufficient opportunity to be able to demonstrate competence has been provided

Complaints

If a candidate has a complaint against any aspect of St-Edmunds Society conduct in relation to qualification delivery or assessment should direct their complaint in writing to: **Sharon Oakley IQA Manager.**

Whistleblower

To raise concern under these whistleblowing arrangements please contact St-Edmunds Society (see the contact details at the end of this policy).

When making an allegation it is helpful to us if you would provide as much information and supporting evidence as possible to inform and support any investigation we carry out.

It is not essential to have clear evidence before making an allegation under this policy, but you will need to explain, as fully as you can, the nature of the allegation or circumstances that give rise to your concerns.

We will always aim to keep the identity of the person making the allegations confidential where asked to do so, although we cannot guarantee this. We may need to disclose their identity should the allegation lead to issues that need to be taken forward by other parties such as:

- Police, fraud prevention agencies or other law enforcement agencies (to investigate or prevent crime, including fraud)
- The courts (in connection with any court proceedings)
- Relevant regulatory authority (e.g. Awarding Organisation, Ofqual)

Outcomes of an investigation

If the investigation results in a proven case of malpractice or maladministration, we will take action against the relevant parties in accordance with our Malpractice and Maladministration Policy.

If the allegation is not proven by the investigation, provided the whistle-blower did not deliberately raise an allegation which they knew to be untrue, no action will be taken against them.

If the allegation was made due to a genuine misunderstanding, the individual(s) (e.g. centre personnel, candidate) who have been the subject of the investigation will be expected to bear no malice or ill feeling towards their accuser. The Head of Centre must ensure that centre personnel do not mistreat the whistle-blower.

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