Complaints & Appeals Policy

This policy describes the process by which students 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 student feels assessment has been carried out unfairly and wishes to appeal.

It is the responsibility of the delivery staff team 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 Lead IQA within 7 days of receiving the response from the assessor.
4. The Lead IQA 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 Lead IQA 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 examples of circumstances that may constitute grounds for an appeal against an assessment decision and may be considered through the appeals process.

This list is not exhaustive:

- Procedural or organisational irregularities occurred during the conduct of the assessment.
- The assessment did not follow the approved assessment plan for the relevant unit or module.
- Misleading or inaccurate information was provided in relation to the assessment.
- Insufficient or inappropriate instructions or guidance were provided to support the assessment.
- Insufficient opportunity was provided to demonstrate competence against the required assessment criteria.

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 Lead/Manager.**

Raising a Whistleblowing Concern

To raise a concern under these whistleblowing arrangements, please contact St-Edmunds Society using the contact details provided at the end of this policy.

When making an allegation, you should provide as much relevant information and supporting evidence as possible. This will help us to assess the concern and, where appropriate, conduct an effective investigation.

You do not need to have clear or conclusive evidence before raising an allegation under this policy. However, you should explain, as fully as possible, the nature of the allegation and the circumstances that have given rise to your concerns.

We will make every reasonable effort to keep the identity of the person making an allegation confidential where they request this. However, confidentiality cannot always be guaranteed. There may be circumstances in which we are required to disclose the whistle-blower's identity, particularly where the allegation gives rise to matters that need to be referred to or addressed by other parties, including:

- The police, fraud prevention agencies or other law enforcement agencies, for the purposes of investigating or preventing crime, including fraud.
- The courts, where disclosure is required in connection with legal or court proceedings.
- Relevant regulatory authorities, such as the Awarding Organisation or Ofqual, where disclosure is necessary to enable them to fulfil their regulatory or statutory responsibilities.

Outcomes of an investigation

Where an investigation establishes that malpractice or maladministration has occurred, appropriate action will be taken against the relevant parties in accordance with the Malpractice and Maladministration Policy.

Where an allegation is not substantiated by the investigation, no action will be taken against the whistle-blower, provided that the allegation was not deliberately made with the knowledge that it was untrue.
Where an allegation has arisen as a result of a genuine misunderstanding, the individual(s) who were the subject of the investigation, including centre personnel or candidates, will be expected to act professionally and without malice or ill feeling towards the whistle-blower.

The Director of Education and Delivery must ensure that centre personnel do not subject the whistle-blower to any form of unfair treatment, retaliation or detriment as a result of raising the concern.

Director of Education and Delivery
St-Edmunds Society
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