

Academic Appeals and Grievance Policy and Procedures

All learners are made aware of the following process during induction:

Externally assessed units

Students have the right to enquire about the result of an external assessment. Students can enquire about their results by emailing appeals@aat.org.uk

For detail of the AAT Enquiries and Appeals please see the link below:

<https://www.aat.org.uk/assessment/enquiries-and-appeals>

There are no internally marked assessments. If a student has an issue with their marking

- Firstly the candidate should discuss any concerns with the tutor who will then explain the reasons behind the decision made and attempt to resolve the dispute informally. (5-7 working days)
- If they are still not happy with the decision, then they should complete a candidate appeal form, which will be investigated by the Quality manager who will attempt to resolve the dispute. (within 30 days)
- If the candidate is still not happy with the decision they may request the involvement of the Managing Director whose decision is final. (within 30 days)
- Appeals and outcomes will be logged and tracked through our complaints tracking system

Candidate appeal form

Candidate Name:

Tutor Name:

Quality manager:

Qualification Title:

Nature of Appeal:

Date Appeal Received:

Please state below the grounds you are making this appeal:

Signature:

Date:

Tutor Comment:

Signature:

Date:

Quality manager Decision: Appeal Upheld / Denied (delete as appropriate)

Quality Manager Comments:

Signature:

Date:

Date returned to candidate:

Candidates Signature:

Complaints / Grievance procedure

- If the candidate has a grievance they should first approach their tutor to find an informal solution to the matter (2-3 working days)
- If the grievance is concerning their tutor, then their concerns must be raised with the Quality Manager (within 7 days)
- If still unresolved then the candidate needs to complete a Disciplinary and Grievance Appeal form. The grievance will be investigated by the Directors; the candidate will be kept informed at every stage in the investigation. The timescale of the procedure should take no more than 14 days
- Where complaints are raised and are not resolved through a training provider's complaints procedure, the complaint may be referred to AAT for consideration. Complaints should be sent to aatquality.assurance@aat.org.uk

| | |
|--------------------------|--------------|
| Tutor | |
| Quality Manager | Clare Finch |
| Managing Director | Vicky Taylor |

Complaints may be reported anonymously. However, AAT will only act on an allegation if the training provider can be identified from the details provided.

Student complaints

For student complaints about the services provided by training providers

- 1.1 Complaints from students about their training provider should be addressed in the first instance to the training provider using the provider's complaints procedure.
- 1.2 Complaints that cannot be resolved by the training provider may be referred to AAT for adjudication, providing the provider's complaints procedure has been exhausted.
- 1.3 All complaints referred to AAT must be submitted in writing to the Awarding Organisation Compliance (AOC) team, by email to aatquality.assurance@aat.org.uk, or by post to Awarding Organisation Compliance, AAT, 140 Aldersgate Street, London, EC1A 4HY.
- 1.4 Upon receipt of the complaint AAT will carry out an investigation as follows.
 - a) Within 10 days of receiving the complaint, the AOC team will write to the Principal/MD of the training provider, enclosing a copy of the complaint and asking for comments. AAT will not be able to investigate complaints where the student wishes to remain anonymous.
 - b) The AOC team will allow 30 days for a response from the training provider. Upon receipt, the AOC team will consider the response from the training provider and decide whether or not the complaint can be upheld. In some instances the AOC team may need to carry out further investigations before making a final decision, which may include undertaking a visit to the training provider.
 - c) Once the investigation is complete AAT will write to the student informing them of the training provider's response and whether or not AAT is upholding the complaint.
 - d) If AAT does not hear further from the student within 30 days of the date of the letter, AAT will consider the matter closed.
 - e) If the student is dissatisfied with the outcome of AAT's investigation, he or she may escalate the issue to the appropriate regulatory body – Ofqual (in England), SQA Accreditation (in Scotland), Qualifications Wales, or CCEA (in Northern Ireland).
 - f) For students that have complained about a public sector training provider in Scotland, such as a college, they may refer their complaint to the Scottish Public Services Ombudsman (SPSO). Students can contact the SPSO:-

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|---------------------------------------------------------------------------------------------|----------------|
| In Person | By Post |
| SPSO | SPSO |
| 4 Melville Street | Freepost EH641 |
| Edinburgh | Edinburgh |
| EH3 7NS | EH3 0BR |
| Freephone: 0800 377 7330 | |
| Online contact www.spsso.org.uk/contact-us | |
| Website: www.spsso.org.uk | |
| Mobile site: http://m.spsso.org.uk | |

Complaint / Grievance and Disciplinary appeals form

Candidate Name:

Tutor Name:

Nature of Appeal:

Date Appeal Received:

Please state below the grounds you are making this appeal:

Signature:

Date:

Quality Manager Comments

Signature:

Date:

Directors Comments:

Signature:

Date:

Date returned to candidate:

Candidates Signature: