

## **Appeals Procedure for Learners**

### **Our complaints policy**

We are committed to providing high-quality in the provision of education and training and high standards in carrying this out. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details, preferably in writing to Dayo Ogunjobi at the above address.

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to a Manager who will review your complaint and speak to the relevant staff concerned.
3. The Manager will then contact you to discuss and hopefully resolve your complaint. This can either be over the phone or in a meeting. They will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the contact, the Manager will write to you to confirm what took place and state any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, the Manager will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, and wish to appeal you should contact us again and we will arrange for the Director, Dayo Ogunjobi, to review the complaint.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If the complaint is QCF related and you are still not satisfied, you can then contact the External Verifier of the examining board or awarding organisation; BCS, Pearson or BIIAB.

If we have to change any of the timescales above, we will let you know and explain why.

## **Appeals Procedure**

If you are unhappy about the conduct or outcome of an assessment you can appeal against the assessor's decision.

### **Stages in the Appeals Procedure**

1. If a Candidate wishes to appeal they can contact their Assessor, their Internal Verifier, or any other member of AKR Growth Limited staff.
2. The Internal Verifier will then discuss the appeal with the Candidate and Assessor, they will then make a decision on the fairness and accuracy of the assessment.
3. If the Candidate is unhappy with the Internal verifier's decision the appeal will be referred to the Centre Co-ordinator who will set a date for the appeal to be considered by an appeals panel consisting of an independent assessor, the Internal Verifier, and Centre Coordinator.
4. The Internal Verifier will notify the External Verifier that an appeal has been lodged, and give details of the composition of the panel, and how it will be heard.
5. The Appeals Panel will meet to consider the appeal, and a judgement will be made on the fairness of the assessment process, and the accuracy of the Assessor's judgement.
6. If the candidate is still not satisfied with the outcome of the appeal they can contact the External Verifier/Awarding Body directly who will then hear the appeal. This appeal must be direct to the awarding body you are registered with, BCS, Pearsons, BIIAB and be submitted within 20 working days of the assessment.

Learners have a right to appeal directly to the awarding body within 20 working days

### **Possible Outcomes of an Appeal**

The outcome of an appeal may be:

- Confirmation of the original decision.
- Instructions for re-assessment by another assessor, or in a different context
- A recommendation that the assessment decision be reconsidered.

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