



Enquiries and Appeals Policy

DETAILS OF POLICY

Original policy created by:	Andy Coates
Date of most recent review:	September 2017
Reason for review:	Update
Adopted by:	SLT
Parties communicated to:	All stakeholders
Methods of Communication:	School intranet, induction, website
Next planned review date:	September 2020
Persons responsible for audit review of policy:	Whole staff group

Enquires and Appeals Policy Statement

We are committed to delivering excellent teaching and learning to all students and this is further expressed in our Access to Fair Assessment Policy, which sets out how we will ensure that students are treated fairly. If a student feels, however, that they have been unfairly assessed, they should firstly discuss their problems with a Centre Representative or Centre Manager. If this does not provide satisfaction, they may invoke our Appeals procedure.

(See the Appeals Procedures)

If we are not able to resolve an appeal then students will have the right to appeal to Open Awards. This may be done via the Centre manager or direct to the:

**Quality Manager
Open Awards
17 De Havilland Drive
Liverpool
L24 8RN**

All appeals should be in writing, outlining the nature of the matter and internal enquires/investigations made, and should be made within 30 working days of receipt of the EV report. Open Awards will then acknowledge within 5 working days and appoint an appropriate member of staff to review the complaint.

Open Awards will report back within 30 working days of receipt of the complaint. Reports are usually completed within 30 working days but if a visit is required, this and the revised timescale will be agreed between Open Awards and the Centre.

Further Avenues of Appeal

The Examinations Appeal Board (EAB) may at its discretion, be willing to hear further appeals. In this case we will contact them for further advice. www.theeab.org.uk

The Complaints Policy Statement

Should students be dissatisfied with the service they have received and wish to make a complaint, we will aim to resolve their concerns as quickly as possible.

Resolving complaints informally

It is hoped that issues can be resolved informally. An informal complaint can often be rectified immediately and therefore in the first instance you should contact the Centre Representative or Centre Manager who will seek to rectify the situation as soon as

possible. However, should the complaint remain unresolved then formal procedures should be followed.

Resolving complaints formally

A formal complaint concerning any aspect of our service should be made in writing (not email) to the Centre Manager, who will endeavor to investigate and resolve the concern as soon as possible.