



Complaints Policy

INTRODUCTION

If you feel that any of your work has been assessed inaccurately or unfairly by one of your tutors, you may use the College Appeals Procedure to have this work reassessed. You should start this process as soon as possible and certainly within 10 days.

This is the process which will be used:

Stage 1

You should first of all appeal to the tutor or assessor who made the original decision and who provided you with feedback. The assessor will discuss with you the reasons for making their assessment decision.

Stage 2

If you are still not satisfied with this decision, your tutor or assessor will refer the matter to their nominated internal verifier for your programme of study.

This person will re-assess your work against the standards set by the Awarding Body and will communicate their decision to you and to your tutor or assessor.

Stage 3

If you are still not satisfied with this decision, the internal verifier will refer the matter to the Head of Centre.

The decision of the Head of Centre will be final as far as the PHA is concerned.

Stage 4

If you are still not satisfied with this decision, you have the right to contact the Awarding Body for your qualification and request that they investigate the matter further