



## Appeals and Policy and Compliant Policy

The Appeals policy is designed to protect the interests of all candidates and also to protect the integrity of the qualification.

Candidates have the right to appeal in the event that they are dissatisfied with the following:

- The assessment decisions made by London School of Business and Social Sciences, where applicable
- The assessment decisions made by the Awarding Organisation
- The decision by London School of Business and Social Sciences to support an enquiry or appeal to the Awarding Organisation

### **A copy of the appeals procedure is available to all candidates.**

There is an informal and formal procedure available. The formal procedure is only to be followed if the informal procedure has failed or is inappropriate for the circumstances. All appeals must be via the formal procedures of the Awarding Organisation and supported by the Centre Manager.

Every attempt will be made to resolve disputes as near as possible to the point of origin London School of Business and Social Sciences will keep appeals records for inspection by the Awarding Organisation for a minimum of 18 months.

### **Informal Procedure**

1. Where a candidate wishes to make an appeal against the quality of provision at the centre he/she should first of all attempt to resolve the matter by a direct approach to the Centre Manager.
2. If the matter remains unresolved the candidate may require a personal interview with the Centre Manager.
3. Before the personal interview, the Centre Manager should have obtained an independent second opinion on the initial decision.
4. If, after any action to resolve the dispute taken by the Centre Manager, the matter is not satisfactorily resolved, the complainant may use the formal procedure.

### **Formal Procedure**

Once the informal procedure has been exhausted, or if it is inappropriate to the circumstances, the formal procedure is to be followed.

1. The complainant will be required to submit a formal complaint in writing to the Centre Manager.
2. Within 10 working days of receiving the written appeal, the decision of the Centre Manager should be communicated to the student/trainee.
3. Decisions by the Centre Manager regarding the quality of teaching provision are final.



4. If the complainant disagrees with the result of the formal Appeals procedure regarding assessment decisions, they may utilise the Awarding Organisations formal Appeals procedure for which they must be supported by the centre. For details of the Awarding Organisation Appeals Procedure, please refer to the relevant Awarding Organisation website.

### ***Complaint – a grievance, problem, difficulty or concern***

#### **POLICY STATEMENT**

London School of Business and Social Sciences recognises the importance of learner complaints and welcomes complaints as a valuable form of feedback about its services. We are committed to using the information we receive to help drive forward improvements.

This procedure outlines the aims of London School of Business and Social Sciences in dealing with complaints and sets out what you as the customer can expect when making a complaint regarding a service.

A complaint is a way of letting us know that you are not happy with a particular service. We welcome your feedback. A complaint may be about delay, lack of response, discourtesy, failure to consult or about the standard of service you have received.

So please let us know if:

- you think we have done something wrong
- we have not done something that we said we would do
- you are not satisfied with a particular service or set of services that we provide

#### **ANONYMOUS COMPLAINTS**

We understand that it might be difficult for you to complain because you are worried that your complaint could result in a poorer service. Please be assured that we treat all complaints in the strictest confidence, and that it is your right to complain.

If you do not provide us with a contact name or address, it will not be possible for us to get back to you with the outcome of the investigation

#### **PROCEDURE**

In the first instance, the complaint should be discussed with the team member concerned and resolution sought within 48 hours of the incident occurring. If this is successful and a resolution is reached, the complaint should be documented on the attached Appendix (1) and sent to the Centre Administrator for filing. This should be received by the Centre Administrator by the end of the next working day. There will be no further action taken.

In the case of an individual wishing to make the complaint, who feels unable to discuss the complaint with the team member concerned, the matter should be referred to the Individuals' line manager within 48 hours of the incident occurring. The line manager should then contact the Centre Manager within the next 7 days to make them aware



of the complaint. The nature of the complaint will be documented as per Appendix (2) and sent to the Head of Learning and Development.

On receipt of the complaint, the nature of the complaint will be brought to the attention of the team member concerned and discussed within 48 hours of receiving the complaint. The Centre Manager will then contact the individual making the complaint with a view to resolve.

If resolution cannot be found, the Centre Manager will arrange a meeting with all relevant parties and agree a resolution. This will take place within 30 days. This will be final.

The Centre Administrator will maintain a record of all complaints and make these available on request. All complaints must be regarded as confidential and discussed only with those parties involved. Where the subject of the complaint is centred on a qualification, the Awarding Body will be made aware if this is relevant.

In the instance where the complaint is around an assessment / verification decision, then the stages outlined in the Appeals Procedure must be followed.