



Complaints and Appeals Policy

Version Number	1.0
Description	This policy and procedure inform how Complaints and Appeals is implemented throughout the Academy
Target Audience	This policy is relevant to all staff, learner, contractors, and members of the public
Author	AIMS Academy

Introduction

AIMS Academy has to secure standards for Appeals. As part of our commitment to quality assuring standards we provide guidance and support to help learners to achieve their learning and development goals. We also ensure that any regulatory requirements are met, and in turn we support student to meet those requirements. AIMS review all our policies annually or in response to regulatory changes even complaints and appeal policy to ensure that they remain fit for purpose.

Scope of policy

this policy is aimed at all students involved in any aspect of inconsistent with commitment. On occasions a learner may disagree with their assessment outcome and may want to appeal the assessor's decision – there will have a clear process for them to follow that allows this appeal.

Policy statement

This documents sets out the policy and procedures with regards to the effective and efficient management of student complaints and appeals. For this purpose, the term complaint refers to a concern about service provided by AIMS. All student or learners are required to have their own

internal complaints and appeals procedures and learners will refer their complaint to us in the first instance. AIMS aim is to solve the issue as quickly and efficiently as possible.

Appeals:

AIMS Academy recognizes that sometimes things may go wrong for a student, who then wishes to make a complaint or an appeal. This document explains how to go about doing so. An appeal is specifically related to a matter of academic decision, for example

- Where a student does not agree with the marks awarded for a piece of assessed work. The procedure for that is detailed separately below.
- Other matters of concern, which are not related to marks, can be raised as a complaint, for example against a member of staff, a student, or about facilities.
- Timeframe have been set for 10 working days for appeal if any inconsistency occurs.
- - Factual errors
 - Arithmetical Errors,
 - Irregularities in the assessment process,
 - Exceptional mitigating circumstances which were unknown to the verifiers or examination board and good reason can be presented as to why they were unknown
- The Academy will follow the appeal procedure as outlined by the OTHM, the external awarding bodies.
- Learners can make an appeal to OTHM as a last resort either AIMS Academy Appeal procedure have been exhausted or no longer in operation.

The Appeals Procedure aims to:

- Enable the learner to enquire, question or appeal against an assessment decision; Attempt to reach agreement between the learner and the Assessor at the earliest opportunity;
- Standardize and record any appeal to ensure openness and fairness: Facilitate a learner's ultimate right of appeal to the Awarding Body, where appropriate; and Protect the interests of all learners and the integrity of the qualification.

Condition of Appeals:

Students may only appeal academic decisions on the following grounds:

- Appeals will be submitted in writing addressed to the college Principal, stating clearly the grounds for the appeal; and
- The Principal shall ensure that the appeal is investigated within 10 working days of receipt of the appeal.

Details of Appeals procedure

1. Appeals will be submitted in writing addressed to the college Principal (Head of the center), stating clearly the grounds for the appeal.
2. A copy of the appeal letter and a report on the subsequent investigation shall be placed in the student's file, as well as original letters being filed in the Appeals Log File. Entries into the Appeals Log File will not be destroyed less than three years from the date of the appeal.
3. The Principal (Head of the center) refer the case to the independent Appeal panel, where applicable, requesting that it reconvenes to consider the grounds for the appeal.
4. The Principal shall inform the student of the outcome of the investigation, and also remind the student. The outcome of the investigation will be reported at the next Staff Meeting which may decide whether any action is to be taken as a result.
5. The institute will forward to the awarding body a copy of all appeals received, which are not resolved by the institute within 28 days of receipt and all resolved appeals, where the awarding body requires this with the written consent from learner to use learner's data, and co-operate with the awarding body in respect of any action it needs to take to resolve the matter.

AIMS Complaints handling Procedure

Students are encouraged in the first instance of dissatisfaction with any aspect of their experience at AIMS to resolve the matter informally through a verbal conversation with whoever is responsible for their dissatisfaction. This will be the case whether the complaint is about a member of staff, facilities or a fellow student. Staff and students of the institute is required to always be approachable and willing to listen to any complaint or advice that may be brought to them. The authority responds in a polite manner and tries their best to take reasonable steps to

resolve the matter.

If the matter is too serious for the informal approach or it has been tried, but to no avail, then students will follow the formal complaints procedure below. Students who wish to formally make a complaint to the academy will contact the Principal in writing stating the following information:

- Complaining Student Name and ID or Login Name,
- Nature of Complaint, including names of individuals concerned, and
- what steps have already been taken by the complainant and the response received.

The Academy will appoint a senior member of staff to investigate the matter, who will respond to the student within seven days of receiving the complaint. If any student is not happy with the outcome of the investigation and feels that a formal complaint will be made to the awarding body, then they will read the relevant section below and the awarding body's website for details of their own complaints procedure.

Regulatory references

As part of its ongoing process of compliance, AIMS policies and procedures will reflect the particular conditions and criteria they address. This policy addresses to handle complain and smooth operation of academic activities and it will be updated when necessary.

Review

This policy will be reviewed in each year. If the relevant changed may be come according to data protection procedures.

References

<https://www.othm.org.uk/>

<https://www.athe.co.uk/>

<http://www.bteb.gov.bd/>