

# City College Stratford

## Complaint and Appeal Procedure

Version January 2023

## **1. Introduction**

Any individual such as staff, learner/candidate and any third party organization can make complaint to City College Stratford regarding any issues such as services and quality of work. If the complaint is about assessment decision including verification of work and/or against tutor, assessor and internal verifier or internal quality assurer (IV/IQA), it falls into appeal category and complainant should follow appeal procedure to resolve the matter.

## **2. Formal complaint procedure**

A formal complaint is an expression of dissatisfaction concerning City College Stratford product or service, when the complainant has drawn his or her concern to the attention of one of College employees and is not satisfied with the response.

City College Stratford takes all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention. It is recognized that a customer who has a complaint dealt with to their complete satisfaction is likely to become a more loyal customer.

Making a formal complaint if you are dissatisfied with the way your problem has been dealt with by a front line member of staff, we encourage you to ask to speak to the Chief Administrator for the section concerned. If the Chief Administrator is unavailable, you should ask to speak to the Academic Manager or Quality Manager. You have the choice as to whether you wish to have your formal complaint dealt with by telephone or by letter, fax or e-mail.

If you prefer to have your complaint dealt with in writing. Complainants can forward details of the complaint to CITY COLLEGE STRATFORD LTD, Suite 239, Stratford Workshop, Burford Road, E15 2SP to the attention of Operations Manager. You should include as much information as possible, including the nature of the problem, the date the problem occurred and details of who you have spoken to at college about the problem if applicable. You should also tell us what you think we should do to resolve your complaint. Please remember to provide full details of the address where you would like the response to be sent. Receipt of the complaint will be acknowledged on the same day that it is made by fax or e-mail. Letters will be sent out first class on the day of receipt.

We undertake to treat the complaint confidentially and to investigate it impartially and thoroughly. A written report will be sent within 10 working days, although every effort will be made to respond in five working days. Details of the investigation and our proposed remedial action will be included within the response. Details of all complaints will be kept on the complaint file and used to assist staff training and annual performance appraisals. If you are still unhappy with the response you receive from the Chief Administrator you may request that the Operations Manager to reviews your complaint and the way in which it were dealt with. The Operations Manager will ensure that your complaint has been dealt with fairly in line with our policies and procedures.

You will receive a further written response from the Operations Manager within 10 working days of your appeal being received, although our target is 5 days.

If student have any problems or complaints please speak initially to the following staff in this order if issues remain unresolved. If students do not know who to contact and/or how to launch a complaint contacting to the Admin Office is the first step. Formal complaints can be submitted in writing and will be dealt with by 5-10 working days. Forms can be obtained from the Admin Office.

If a student makes a complaint in relation to his or her internal/external assessment outcomes, it falls into Appeal. After receiving such complaint, Operations Manager will contact the student to submit the appeal appropriately following college appeal procedure.

### **3. Appeals Procedure**

City College Stratford seeks to secure genuine equality of opportunity in all aspects of its activities, thus ensuring that no Learner, Assessor or Internal Verifier (IV) receives less or more favourable assessment/marking than others.

City College Stratford is committed to the elimination of discrimination and the promotion of good practice. Therefore, if any Learner, Assessor or IV feels that the assessment process is not adequate or up to the required standard and quality, they can Appeal following this Appeal Procedure offered by Appeal Panel of the College.

#### **3.1 Make up the Appeal Panel**

The Appeal Board will be made up of minimum three members of staff. These individuals will be independent of the original assessment process and will include Equal Opportunities representation e.g., disability, gender and ethnic minorities.

The Panel will comprise of the Lead IV (if applicable), at least one top management of the college (such as Academic Manager or Quality Manager), Learner Representative and other. Up to date details of the Appeal Panel will be available on request. The Equal Opportunities Statement of the Intent will be upheld by the Appeal Panel.

#### **3.2 What Constitute an Appeal?**

Any relevant matter, which inhabits or impedes the assessment process, which cannot be satisfactorily addressed at workplace level, can be addressed to the Appeal Panel. When such a matter is brought to the attention of the Appeal Panel (possibly written letter or email or completing an Appeal form), the appropriate member of the Appeal Panel will be asked to look into the matter and see if it constitutes an Appeal. If the matter does constitute an Appeal, the Appeal Panel will be assembled within a three- week from when the original complaint was received.

If after further consideration the Appeal Panel considers that further evidence is required, a specific member of the Appeal Panel will be charged with the task of collating further evidence to submit to the Appeal Panel. The further evidence must be reviewed by the Panel within two weeks of being requested. When the above evidence has been considered, conclusions will be delivered verbally and in writing to all parties concerned. All relevant information will be forwarded to the external verifier.

In the event of a learner being subject to a disciplinary hearing at work, all assessment will be suspended. The resumption of assessment will be considered following the result of any disciplinary hearing.

If an appeal in relation to external examination and/or assessment, appeal documents including complete appeal form, specified by awarding body if applicable is sent to specific awarding body following their guidelines and keep inform the student at every stage.

City College Stratford will allow and inform awarding body if any point appeal to be passes on further. Any concerned appeal information will be shared timely manner. College administration will support fully until the issue resolve.

#### **4. Monitoring and review**

This procedure will be constantly monitored and reviewed by the Academic Manager or Quality Manager at least once a year or any time if required by the college management. After reviewing, it would be discussed with all staff to ensure that all staff know what has been altered or changed in the policy if required.