Complaints and Appeals Policy

**Grounds for Complaint / Appeal**

The appellant may complain or appeal against an assessment decision if he/she believes they have been disadvantaged or the decision is unfair or unreasonable.

**Awareness of the Appeals Process**

All apprentices / candidates must be informed of the IAC Assessment Centre’s complaints / appeals process on the commencement of their training or RQF / QCF / NVQ or End Point Assessment programme.

A copy of the apprentice’s / candidate’s right to appeal must be supplied to the apprentice / candidate and kept in the apprentice / candidate portfolio.

**Before the Complaint / Appeal**

Where practical the apprentice / candidate should initially discuss their concern, or objection to the assessment decision with the IAC assessor / tutor prior to making a formal complaint or appeal.

The IAC assessor / tutor should be open minded to any points raised by the appellant and should discuss the matter with the Internal Quality Assurer (IQA) or moderator to try to find a solution which makes an appeal unnecessary.

If this cannot be achieved the appellant must be advised (reminded) of their right to appeal and how to go about making a formal appeal.

**The Complaint / Appeals Process**

In regard to the concern or the assessment decision, the complainant / appellant must make any complaint / appeal in writing using the IAC appeal form and send to the IAC Director (Head of Quality) within 14 days of the candidate being notified of the assessment decision.

The timescale for other appeals may vary, but the process can only begin when the appeals form is completed and submitted to IAC Director (Head of Quality). A copy of the written appeal will be forwarded to the assessor / tutor who made the decision, a copy will also be sent to the IQA (or moderator) who is responsible for the assessor / tutor.

An Appeals Adjudicator must be appointed by the IAC Director (Head of Quality) to objectively evaluate the evidence and to give a judgement on the validity of the assessment decision. The Appeals adjudicator will report back to the IAC Director (Head of Quality) who will be responsible for making the ‘internal’ judgement on the complaint or appeal

If the complainant / appellant’s feels the claim is unresolved, this can be escalated to the Awarding or End Point Assessment Organisation, who may investigate, interview the parties concerned, examine and consider any evidence, and make a decision

**After the Appeal**

If the complainant / appellant’s feels that after the Awarding Organisations decision, that their claim remains unresolved, they can then escalate their appeal further to the relevant regulatory authority, who in turn may investigate, interview all parties and examine any evidence, and make a decision

The Centre co-ordinator must retain full details of the appeal within the Centre File for a period of no less than 5 years.

P Wicks

IAC Director

**Appellant Declaration:**

I confirm that I have received a copy of the above complaints and appeals procedure and that (please tick the statement which applies):

[ ] I have read and understand the procedure and its use

[ ] The procedure has been read and explained to me and I confirm I understand it and its use

Signed…………………………………………………………………….. Date……………………

**Note**

The Centre Coordinator may seek guidance from the Awarding Organisation, End Point Assessment Organisation or the External Quality Assurer or Chief National Examiner on any aspects of the appeals procedure

A successful appeal is not a reversal of the original decision therefore the candidate may have to be reassessed to establish whether the assessment decision should be reversed.