

Appeals and Complaints Policy

QAA Quality Code Chapter B2: Expectation Indicator 3

<i>Higher education providers have procedures for handling appeals and complaints about recruitment, selection and admission that are fair and accessible. Appeals and complaints procedures are conducted expeditiously and in accordance with a published timescale.</i>
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London College of Business (LCB) recognises 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.

QAA Quality Code Chapter B9: Expectation Indicator 1

<i>Higher education providers provide opportunities for students to raise matters of concern without risk of disadvantage.</i>
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Below are two sections, LCB Appeals Procedure and LCB Complaints Procedure.

Awarding bodies also have specific appeals and complaints procedures. Please refer below and to the relevant awarding body website for details.

LCB Appeals Procedure

The Appeals Policy 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
- Standardise and record any appeal to ensure openness and fairness
- Facilitate a learner's ultimate right of appeal to the Awarding Body, where appropriate
- Protect the interests of all learners and the integrity of the qualification.

(Pearson 2014)

Students will be informed of the college and the awarding body procedures for appealing an assessment decision during the induction and orientation session.

Unless stated otherwise in a programme specification or according to the policies of a specific awarding body, students may only appeal academic decisions on the following grounds:

- 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.

Appeals should be submitted in writing addressed to the college Principal, stating clearly the grounds for the appeal.

The Principal shall ensure that the appeal is investigated within 10 working days of receipt of the appeal.

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.

The Principal may refer the case to the examination board, where applicable, requesting that it reconvenes to consider the grounds for the appeal.

The Principal shall inform the student of the outcome of the investigation, and also remind the student of the further awarding body appeals procedure, should they remain dissatisfied.

The outcome of the investigation will be reported at the next Staff Meeting (see the Committee Structure (http://www.lcbuk.org/pdf/Committee_Structure.pdf)) which may decide whether any action is to be taken as a result.

The college will forward to the awarding body a copy of all appeals received, which are not resolved by the college within 28 days of receipt, and all resolved appeals where the awarding body requires this, and co-operate with the awarding body in respect of any action it needs to take to resolve the matter. (Pearson 2014)

The Appeals Log File shall be reviewed annually as part of the Academic Review process.

LCB Complaints Procedure

Students are encouraged in the first instance of dissatisfaction with any aspect of their experience at LCB to resolve the matter informally through a verbal conversation with whoever is responsible for their dissatisfaction. This should be the case whether the complaint is about a member of staff, facilities or a fellow student.

QAA Quality Code Chapter B9: Expectation Indicator 2

<i>Higher education providers have procedures which encourage constructive engagement with the appeals and complaints process and which offer opportunities for early and/or informal resolution.</i>

Staff and students of the college are required to always be approachable and willing to listen to any complaint or advice that may be brought to them. They should respond in a polite manner and try their best to take reasonable steps to resolve the matter.

QAA Quality Code Chapter B9: Expectation Indicator 3

<i>Higher education providers have accessible appeals and complaints procedures.</i>
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If the matter is too serious for the informal approach, or it has been tried, but to no avail, then students should follow the formal complaints procedure below.

Students who wish to formally make a complaint to the college should contact the college Principal in writing stating the following information:

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

The college 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 should be made to the awarding body, then they should read the relevant section below and the awarding body's website for details of their own complaints procedure.

Appeals and Complaints for Students Registered on Pearson Edexcel Programmes

Initially students to follow the college policy above, then if dissatisfied, follow the procedure listed below.

[This](#) is Pearson's policy on learner appeals. Please note, this does not apply until internal centre processes have been exhausted (<http://www.edexcel.com/policies>).

Appeals and Complaints for Students Registered on University of Wales Programmes

Initially students to follow the college policy above, then if dissatisfied, follow one of the procedures listed below.

The University of Wales' [Student Complaints procedure](#) is available [here](#) (<http://www.wales.ac.uk/Resources/Documents/Partners/Validated/Regulations-Procedures-Protocols/Appeals-Procedure-Aug2014.pdf>).

The University of Wales' [Appeals procedure \(Unfair Practice Decisions\)](#) is available [here](#) ([http://www.wales.ac.uk/Resources/Documents/Partners/Validated/Regulations-Procedures-Protocols/Appeals-Procedure-\(Unfair-Practice-Decisions\).pdf](http://www.wales.ac.uk/Resources/Documents/Partners/Validated/Regulations-Procedures-Protocols/Appeals-Procedure-(Unfair-Practice-Decisions).pdf)).

The University of Wales' general guidance on [Student Appeals](#) is available [here](#) (<http://www.wales.ac.uk/en/Registry/Current-Students/StudentAppeals.aspx>).

Appeals and Complaints for Students Registered on Trinity College London Programmes

Initially students to follow the college policy above, then if dissatisfied, follow the procedure listed below.

Please refer to the [Appeals Procedure](http://www.trinitycollege.co.uk/site/?id=2056) available on the Trinity College London website (<http://www.trinitycollege.co.uk/site/?id=2056>) and the [Appeals Policy \(PDF\)](http://www.trinitycollege.co.uk/resource/?id=5623) (<http://www.trinitycollege.co.uk/resource/?id=5623>).

QAA Quality Code Chapter B9: Expectation Indicators 4, 5 and 6

<i>Clear and accurate advice and guidance is available for students making an appeal or complaint, and for staff involved in handling or supporting appeals and complaints.</i>

<i>Academic appeals and complaints procedures are conducted in a timely and fair manner.</i>
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<i>Higher education providers ensure that appropriate action is taken following an appeal or complaint.</i>

References

Many of the ideas contained in the procedure were inspired by the college's experience in applying the University of Wales (UoW) Verification and Appeals procedure and its predecessors.

Pearson 2014 [BTEC Centre Guide to Managing Quality](http://qualifications.pearson.com/content/dam/pdf/btec-brand/deliver-btec/BTEC_Centre_Guide_to_Managing_Quality.pdf), available at (http://qualifications.pearson.com/content/dam/pdf/btec-brand/deliver-btec/BTEC_Centre_Guide_to_Managing_Quality.pdf).