

Somerset Centre for Integrated Learning

Appeals and Complaints Policy

Accountable Lead: Karen Shopland
Responsible Lead: Sam Fisher

Date(s) of review(s)	Reviewed by	Date of next review
June 2007	SCIL SMT	June 2008
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April 2020	SCIL SMT	April 2021
April 2021	SCIL SMT	April 2022

Process for monitoring and evaluation. Monitoring by Management Team with outcomes recorded in notes of meetings and periodic evaluation and review by

This Policy has been developed by Somerset Centre for Integrated Learning (SCIL), the training arm for Support Services for Education (SSE) part of Somerset County Council.

All training programmes have a commitment to providing a supportive learning environment which enables all trainees who have chosen to study with SCIL to achieve their full potential.

Appeals and Complaints Policy

Examples of Appeals and Complaints

Appeal - An appeal is a request from a Student, Apprentice, SALT, Trainee (SALT) that a decision of a Board of Examiners/IQA should be reviewed because it is believed that an injustice has occurred.

Complaint – A complaint may be made by a SALT if they are unhappy with the services they receive from SCIL.

1. Policy Statement

SALT may want to appeal/complain because they believe that SSE/SCIL have not:

- a. Provided the training/service that SSE/SCIL said we would.
- b. Followed policy, rules or procedures including on-line testing.
- c. Been courteous in our contact with you.
- d. Followed partner university/awarding organisation marking criteria.
- e. Acted fairly or without bias, or
- f. SALT may have other reasons to complain.

2. Project Manager/Programme Leaders

- a. Respond to complaints within a reasonable time and in a courteous and efficient way.
- b. Ensure you are satisfied that we have taken your complaint seriously and dealt with it properly.
- c. Learn from complaints and take appropriate measures to improve the programme.
- d. Apologise where complaints are found to be justified, take steps to put right what went wrong if practicable, and aim to prevent a similar problem arising in the future.

Appeals/complaints in relation to assessment decisions and grades must be received within 2 weeks after their release date. Following that, appeals/complaints **will not** be considered. Appeals/complaints in relation to any other aspect of your training

must be received within three months of the incident, event or matter over which the appeal/complaint is being raised. Following that, appeals/complaints **will not** be considered.

Appeals/complaints in relation to on-line testing- the centre will contact the awarding organisation and request an enquiry. This enquiry allows centres to question examination results for multiple choice examinations. The request must be submitted within 30 days and there will be a charge to the candidate per script. No special consideration can be applied as part of the enquiry, even if the candidate experiences a disruption during the exam that was beyond their control.

3. If a SALT considers that they have grounds for appeal/complaint they should:

- a. Contact their Tutor/Module Lead/Assessor explaining the reasons for the appeal/complaint.
- b. The tutor/module lead should inform the Project Manager and Programme Manager within 2 working days.
- c. The SALT should confirm in writing within 7 working days by completing the attached appeal/complaints form.
- d. A meeting with the SALT and tutor/module lead will take place within 14 working days.
- e. Minutes should be taken, signed and dated by both the SALT and Assessor/IQA/Tutor/Module Lead.
- f. The SALT should receive a copy of the completed minutes within 5 working days. A copy should be stored securely as per centre guidelines.
- g. The SALT is entitled to be accompanied by an impartial supporter at this meeting.

4. Appeal/complaint cannot be resolved

If the appeal/complaint cannot be resolved at this meeting and the SALT wishes to escalate it further, they should:

- a. Inform the appropriate Project Manager and Programme Manager within 7 working days.
- b. The manager will arrange a meeting with the SALT and tutor/module lead (if appropriate) within 14 days.
- c. Minutes should be taken, signed and dated by all parties.
- d. The SALT is entitled to be accompanied by an impartial supporter at this meeting.

- e. If the appeal cannot be resolved at this meeting, the Project Manager/Programme Manager shall refer to the HEI Manager/QA Co-ordinator.
- f. After reviewing all written/verbal evidence from the SALT, IQA/tutor/module lead and Project Manager the HEI Manager/QA Co-ordinator will contact the SALT, in writing, within 21 days to inform them of the decision(s) reached.
- g. The SALT can request a meeting with the HE Manager/QA Co-ordinator to discuss the decision made.
- h. This request must be made within 10 days of receiving written correspondence about the decision(s) made.
- i. Minutes should be taken, signed and dated by all parties.
- j. The SALT is entitled to be accompanied by an impartial supporter at this meeting.

5. Upheld Appeal

The tutor/assessor shall meet with the Project Manager and Programme Manager to discuss the outcome.

- a. If required, provision shall be made for the SALTs work to be re-assessed.
- b. If the SALT remains unhappy about the decision(s) made and wishes to escalate it to the partner university/awarding organisation. This must be done within 14 working days following the receipt of the appeal/complaints decision letter.
- c. The SALT must also inform the SCIL Service Manager in writing of their intention to escalate it to the partner university/awarding organisation within that 14-working day period.

6. Appeal/complaint is resolved

At any stage of the process the Assessor/IQA/ Tutor/Programme Manager must ensure that information is sent to the Project Manager to store securely.

7. Office of the Independent Adjudicator for Higher Education (OIA)

A SALT who is not satisfied with the outcome of the procedure and has exhausted all the stages of the procedure may request that the Office of the Independent Adjudicator (OIA) reviews the case. This may be done by completing the OIA scheme application form within twelve months of the date of the Completion of Procedures letter.

Who to contact if you have a concern

In the first instance contact your Tutor/Module Leader/Cohort Leader/Assessor/Placement Moderator/Programme Manager	
If you do not feel you can raise your concern with any of the following you can contact the following personnel	
SCIL Project Managers Claudine Leoni – HEI Programmes Steph Dingle – Apprenticeships, accredited programmes	0300 123 1967 CLeoni@somerset.gov.uk SDingle@somerset.gov.uk
SCIL Service Manager Karen Shopland	0300 123 1967 KShopland@somerset.gov.uk