

## **Appeals and Complaints Policy**

**Riseladder School of Business and Technology**

**Effective Date:** [Insert Date]

**Review Date:** [Insert Date, one year later]

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### **1. Purpose of the Policy**

Riseladder School is committed to ensuring that all learners receive fair, transparent, and timely responses to concerns or disputes they may have regarding their academic experience, assessments, or treatment during their studies.

This policy outlines the procedures for:

- **Appealing assessment decisions**
- **Raising general complaints** about teaching, services, or staff

We promote a culture of listening, continuous improvement, and accountability.

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### **2. Scope**

This policy applies to:

- All learners registered with Riseladder School
  - All Pearson qualifications at Levels 4, 5, and 7
  - Issues related to teaching, learning, support services, assessment outcomes, and conduct of staff
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### **3. Appeals Procedure (Assessment Decisions)**

#### **Grounds for Appeal**

A student may appeal an assessment decision if they believe:

- Assessment was not conducted in line with the published criteria
- There was a procedural error or administrative mistake
- The feedback was unclear or unfair
- Reasonable adjustments were not taken into account

#### **Step-by-Step Process**

##### **Stage 1 – Informal Resolution (within 5 working days of receiving the grade)**

- Student discusses the concern directly with the assessor

- Assessor provides clarification or explains the grading decision

#### **Stage 2 – Formal Internal Appeal (within 10 working days)**

- Student submits an Appeal Form to the Internal Verifier (IV)
- IV reviews the assessment decision, feedback, and grading criteria
- Outcome provided in writing within **10 working days**

#### **Stage 3 – Appeal Panel Review (within 15 working days)**

- If unresolved, the case is referred to the **Appeals Panel**, comprising the Quality Nominee, an independent assessor, and a senior academic member
- Decision communicated within **10 working days**
- Outcomes may include grade confirmation, re-assessment, or referral to Pearson

#### **Stage 4 – Escalation to Pearson**

- If the student remains dissatisfied after exhausting internal steps, they may escalate the matter to **Pearson’s Enquiries and Appeals service**, following Pearson’s published process

All appeals are documented and kept on file for **external verification and audit**.

### **4. Complaints Procedure (Non-Academic Issues)**

#### **Grounds for Complaint**

Complaints may relate to:

- Quality of teaching or supervision
- Access to learning resources
- Behaviour of staff or fellow students
- Discrimination, harassment, or misconduct
- Administrative errors or delays

#### **Step-by-Step Process**

##### **Stage 1 – Informal Resolution**

- Student raises the issue with the relevant staff member or Programme Leader
- Most concerns can be resolved at this level within **5 working days**

##### **Stage 2 – Formal Complaint Submission**

- If unresolved, student submits a **Complaint Form** to the Academic Office
- An investigation is conducted by a designated senior staff member
- Outcome communicated within **15 working days**

### Stage 3 – Complaint Review Panel

- If unsatisfied, the student may request a final review by the **Complaints Panel**, chaired by the Director of Academic Quality
- Final decision issued within **10 working days**

### Stage 4 – External Escalation

- If the issue remains unresolved, students may escalate the matter to an **external body** (e.g., Pearson, Ofqual, or OIA if applicable in future)

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## 5. Timelines Summary

Process Stage	Expected Timeframe
Informal Appeal/Complaint	Within 5 working days
Formal Submission	Within 10–15 working days
Panel Review	Within 10 working days of request
Final Outcome	No later than 30 working days total

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## 6. Confidentiality and Fairness

- All complaints and appeals are handled confidentially
- No student will be disadvantaged for raising a concern
- An independent and unbiased process is guaranteed

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## 7. Monitoring and Review

This policy is monitored annually by the **Quality Nominee and Academic Board**. A summary of complaints and appeals is reviewed to identify trends, areas for improvement, and compliance with Pearson regulations.

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### Contact Details for Appeals and Complaints

*complaints@riseladderschool.com*

Riseladder School of Business and Technology

*[Insert Contact Number]*