

Exams – Complaints Policy

Overton School

Approved by:	Omar Salahuddin, Principal
Last reviewed on:	26/08/20
Next review due by:	25/08/21

This procedure is for learners to use if they are dissatisfied with any of the following:

- Their progress is being affected by lack of access to an Assessor.
- They are unhappy with the way evidence gathering is planned or carried out.
- They are being assessed before they have the necessary knowledge.
- They are being treated unfairly in any way with regards to their assessment.

A complaint can be spoken, written or digitally recorded. It should be raised within 14 days where possible and must be received within 28 days of the initial incident/occurrence. This is to facilitate a speedy response and resolution to the complaint.

There may be circumstances where this timescale can be justifiably extended, for example where a learner has not had a response from their assessor to their request for an appointment and they have been proactive in their efforts to arrange such a meeting. Learners can still expect a response and for their complaint to be taken seriously and acted upon where the timescale has been extended.

There is a separate policy for Appeals and the learner's assessor may advise them at the initial resolution meeting whether the nature of their complaint falls under that policy rather than the Complaints Policy. Learners will have been shown how to access both policies during their induction.

How to use the Complaints Procedure

Please use the following Stages:

1. For any complaint, learners should discuss it initially with their assessor to seek an agreeable resolution. If a learner does not feel confident to do this, they can ask their line manager to raise the complaint on their behalf.
2. If learners are not satisfied with the outcome of these initial discussions, they should contact the Assessment Centre's Internal Quality Assurer (IQA). The IQA will contact the learner within 14 working days to confirm that their complaint has been received, and to explain what will happen next.

It is likely that a meeting will be arranged with the IQA, Head of Centre, the Assessor (if appropriate) and learner (if appropriate). If learners do attend, they can bring someone to accompany them at the meeting. This meeting should occur within 28 days of the Centre's IQA acknowledging receipt of the complaint. Alternatively, the IQA/Head of Centre may wish to speak with you separately (independently of such a meeting), to ascertain the details of your complaint and consider resolution possibilities, prior to such a meeting being organised.

3. If you feel that your complaint has not been resolved following the actions taken as outlined in Stage 2, then you should forward a copy of your complaint to:

HR Manager, Bryn Melyn Care
Bryn Melyn House, 3 Hawksworth Rd, Telford TF2 9TU
Tel: 01952 504715

The HR manager's role is to act as a mediator and liaise with the Learner and Assessor to reach a final resolution.