

**Families and Babies (FAB)**

**Enquiries, Appeals and Complaints Policy**

**Procedure for dealing with enquiries regarding qualifications delivered by FAB**

FAB are required to have in place a system whereby learners can enquire about their results, appeal against their results or complain about any issue related to their course of learning.

1. **Enquiries about results.**

If the learner has an enquiry about their own results they should firstly contact their personal tutor who will respond to the enquiry within two working days.

They will inform the learner of the status of their results for example

* If FAB is awaiting confirmation from the awarding body that recommendations for internally assessed work has been received
* If verification has yet to take place or verified results are being checked for accuracy
* If external assessment results have not yet been received from the awarding body

In all cases your tutor should be able to give you a date when your results will be available.

If the tutor is unavailable or unable to provide this information the learner should contact the Curriculum Manager who will be able to provide this information.

In all cases the details of the enquiry, including learner name, learner number and the nature of the enquiry will be logged. In all instances a written response will be sent to the learner. If a full response cannot be given within two working days the learner must be contacted within the two working day period to inform them of the following

* Confirmation that the enquiry is being dealt with
* A timescale when a full response will be provided – this will be within 10 working days

1. **Enquiries about Results – non-achievement**

If a learner is enquiring about the non-achievement of an internally assessed unit the following procedure must be followed.

* A log must be made of the learner name, learner number and the nature of the enquiry
* A response will be made to the learner within two working days informing them of the action being taken, this may be the following
  + A review of the assessment results by the internal verifier
  + A re-assessment by another tutor on the team
* If the investigation shows that an error has been made and the learner should have achieved the unit, the learner will be informed. The following is the minimum information to be conveyed.
* That an error has been made
* The actual results achieved with their credit value
* An apology for the error and an explanation of how it occurred
* A copy of the Centre complaints procedure

1. **Other Enquiries**

Any enquiries that fall outside these procedures, especially any enquiries or complaints which may indicate a failure in Quality Assurance should be made in the first instance to the Curriculum Manager.

**Appeals and Complaints**

This document sets out the procedure for considering appeals and complaints regarding Certa qualifications delivered by Little Angels. Issues of malpractice are covered within the FAB **Dealing with Suspected Malpractice Policy.**

All appeals and complaints must be reported to the awarding body who will work with the Centre, its staff and in certain circumstances the learner to investigate.

If an appeal or complaint is made to the Centre, full details of the case must be disclosed to the awarding body at the earliest opportunity.

If an appeal or complaint is reported directly to the awarding body by a learner or a member of the public, then the awarding body will inform the Centre of the full details of the allegation. The Centre officer will be required to conduct a full investigation and submit a full report to the awarding body.

This procedure is designed to ensure that any appeals or complaints are dealt with quickly, fairly and effectively. We aim to resolve any appeals or complaints promptly, however, these matters do sometimes require vigorous investigation and make take some time to resolve. The learner will made aware of the process at all stages including the timescale expected.

The appeals procedure may be used to:

* Appeal against a decision made regarding an internal assessment
* Appeal against the decision of an investigation of suspected malpractice
* Appeal against a decision to decline a request for reasonable adjustment arrangements

In addition learners may appeal against the results of an external assessment; the centre will assist the learner in appealing to Certa in this situation.

Applications to appeal should be made in writing to the Curriculum Manager as soon as possible after the decision being appealed against and within at least 4 weeks.

Complaints should also be made in writing to the Curriculum Manager as soon as possible after the event in question and within at least 4 weeks.

The centre will make a log of the appeal or complaint including the learner name, learner number and the nature of the appeal or complaint and will acknowledge receipt of this within two working days informing the learner of the process to be followed.

All appeals or complaints will be treated seriously and will be investigated by the centre with the learner being informed of any decision made.

Contact information for all relevant staff will be made available to all learners in the learner information pack.

In all instances if a learner is not satisfied with the response given by the centre they have the right to contact the awarding body with their enquiry. Details of how to do this are available from your tutor.