

COMPLAINTS & APPEALS POLICY

Complaints

Should any individual wish to complain about the services provided by Interactive Business Ltd they are advised to follow the procedure stated below. In the unlikely event that an individual has exhausted this procedure and remain dissatisfied with the decision made, they may take their complaint to the relevant funding partner of Interactive Business Ltd.

Stage 1

An informal complaint can be made to the individual's tutor/assessor. The tutor/assessor should discuss the complaint with the individual and attempt to agree a way forward or a solution that suits both parties. Individuals should allow the tutor/assessor sufficient time to investigate or remedy the grievance. Individuals should voice their complaint within 20 working days of the course or assessment with which they are dissatisfied.

Stage 2

If the complaint cannot be resolved informally to the satisfaction of the individual or if the individual feels they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted in writing to Steven Mort, Managing Director, Interactive Business Ltd, J.Davidson Stadium, Moss Lane, Altrincham, WA15 8AP. The Managing Director will write to acknowledge receipt of the complaint within 5 working days and outline the course of action to be taken. The Managing Director will carry out an investigation and will write to the individual within 10 working days with their findings and a decision as to whether the complaint was justified.

Stage 3

If the individual has followed stages 1 and/or 2 of the complaints procedure and are still dissatisfied with the outcome, they have the right to take their complaint to the relevant funding partner within 10 days of the decision being communicated to them by Interactive Business Ltd.

Appeals

As part of the Assessments and Appeals Procedure we follow with Trafford College Group for the 2020-2021 Academic Year, this addendum sets out the specific adjustments based on the Teacher Assessed Grades (TAG) process around assessments for 2020/2021 only.

Appeals window for colleges and awarding bodies is split into 2 as follows;

- Non-priority appeals e.g. Learners that are not dependant on a university offer this appeals window is open from 10th August 2021 to end of October 2021.
- Priority appeals e.g. Learners whose appeal depends on a University offer this appeals window is open from 10th August to 7th September 2021

As per the deadlines listed above priority will be given to those that are awaiting University places. Please make this known at the point of the appeal and note the different deadlines throughout this addendum based on non-priority and priority.

Trafford College Group recognise that all learners have the right to appeal, as we have followed the guidance set out by the Joint Council Qualification [Guidance for students, parents and guardians: GCSEs and AS/A Levels in England Summer 2021](#), Awarding Bodies and also this addendum is in line with our own Assessments and Appeals Procedures.

What do I need to do if I wish to appeal?

If you feel you require more information from the College relating to your awarded grades, you can, in the first instance, make an enquiry for further information without this being an appeal.

To submit an appeal enquiry, you will need to complete the web based Appeal Enquiry Form on the college website.

Despite everyone working hard to ensure correct grades have been issued, an appeals system is in place to ensure genuine errors not previously identified can be rectified. If you feel an error has been made whilst your grades were determined, and you are not happy with the outcome of your appeal enquiry, then you have the right to appeal.

To support your decision to appeal you could ask the College to share some or all of the following:

- The College Policy for the TAG process for 2020/2021 assessments
- Sources of evidence which your tutors used to determine your TAG grade
- Any special circumstances that have been considered such as: access arrangements, illness or any other mitigating circumstances.

If you feel that there has been an error with your grade, and the enquiry has not resolved this for you, you must contact the College though the website via the online Appeals Form:

- No earlier than 10th August and no later than 16th August for priority appeals, and
- No earlier than 10th August to 7th September for non-priority appeals

Following receipt of the completed form, the College will do the following:

- Confirm receipt of the formal appeal form within 48 hours
- Review your appeal and determine whether or not they have made an administrative error, e.g. they submitted an incorrect grade; they used an incorrect assessment mark when determining your grade.

- Check that procedures were applied correctly, e.g. we did not follow the College TAG Policy, did not undertake internal quality assurance, did not take account of access arrangements or mitigating circumstances, such as illness.

Trafford College Group will communicate the outcome no later than 20th August 2021 for priority appeals and 10th September for non-priority appeals.

What if I am unhappy with the College review process and decision?

If you are unhappy with the outcome of the College review then the next stage of the appeals process is for the Trafford College Group to submit your appeal to the Awarding Body.

If you wish to pursue this then you need to let the College know no later than 21st August for priority appeals and 17th September for non-priority appeals in line with Awarding Body deadlines.

What will the Awarding Bodies do next?

- Check whether an unreasonable exercise of academic judgement error has been made from the evidence which was used to determine your grade. Please note that an exercise of judgement will not be unreasonable simply because you think that an alternative grade should have been awarded, even with additional supporting evidence.
- The Awarding Body will not remark individual assessments to make fine judgements but will take a holistic approach based on the overall evidence.
- They will look at whether or not the College applied procedures correctly, e.g. they did not follow the TAG Policy, did not undertake internal quality assurance, did not take account of access arrangements or mitigating circumstances, such as illness.
- Awarding Bodies made an administrative error, e.g. they changed your grade during the processing of grades.

What if my University place is dependent on my grade?

If you have a place at university that is dependent on your appeal, you must inform them that you are appealing your grade, but you are still planning to take your place, so they know how to handle your offer. Please make this known at the point of your appeal request so the college know that we need to prioritise your appeal.

What if I am still unhappy with the Awarding Body outcome?

If you have gone through the appeals process but still believe that the Awarding Body has made a procedural error in handling your appeal, you can apply to Ofqual's Exam Procedures Review Service. Ofqual will then review the process that has been undertaken by both the College and the Awarding Body.

Note: Your grade can go down, up or stay the same through either stage of the process.