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# Important Note

This is a sample Appeal & Complaint Policy & Procedure provided as a reference. Providers with established practices do not need to adopt this template. However, new providers may use this template as a guide, customising it by incorporating, expanding, modifying, or removing sections to suit their specific learning programmes.

Appeal and Complaint Policy and Procedure

Provider Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# 1. Purpose

This document outlines the policy and procedure for handling appeals and complaints by learners in a fair, transparent, and efficient manner. It ensures all grievances area addressed promptly while maintaining confidentiality and respect for all parties involved.

# 2. Scope

This policy and procedure apply to:

* All learners enrolled in programmes provided by the organisation.
* Grievances related to educational matters (e.g., assessment decisions) and non-academic matters (e.g., facilities, services, or staff behaviour).

# 3. Key Principles

**Fairness**: Appeals and complaints are addressed impartially, ensuring no bias or favouritism.

**Confidentiality**: All information shared is kept confidential and used only for resolving the grievance.

**Accessibility**: Learners can easily access the process through clear guidance and forms.

**Timeliness**: Resolutions are provided promptly, with timelines defined for each stage.

**Continuous Improvement**: Feedback from appeals and complaints is used to improve services and learning outcomes.

# 4 Appeals

An appeal is a formal request to review a decision related to assessments, grading, or academic matters. Appeals process is outlined below:

***Submission:***

Learners must submit an appeal within **14 calendar days** of receiving the decision.

Appeals must be made using the designated **Appeal Form**, including:

* A clear description of the issue.
* Supporting evidence (e.g., assessment feedback, emails).
* The desired outcome.

***Acknowledgement:***

* The appeal will be acknowledged within **5 working days**.

***Review:***

* The appeal is reviewed by an **Appeals Panel**, which includes subject matter experts and relevant staff.
* The panel investigates by reviewing evidence and consulting involved parties.

***Outcome:***

* A written response is provided within **21 calendar days**, detailing:
* The panel’s decision (e.g., upheld, modified, or dismissed).
* Reasons for the decision and corrective actions, if applicable.

# 5 Complaints

A complaint is an expression of dissatisfaction about non-academic matters, such as services, facilities, or staff behaviour. Complaints process is outlined below:

***Submission:***

* Learners must submit complaints using the designated **Complaint Form** within **30 calendar days** of the incident.
* The complaint should include: A detailed description of the issue and relevant dates and supporting evidence (e.g., emails, photos).

***Acknowledgement:***

* Complaints are acknowledged within **5 working days**.

***Resolution:***

The issue is referred to the relevant department for resolution, which may involve:

* Reviewing the complaint.
* Consulting involved parties.
* An informal resolution is provided within **10 working days**.

***Escalation (if unresolved):***

* Unresolved complaints are escalated to a **Complaints Panel**, which reviews the case and provides a formal resolution within **15 working days**.

***Outcome:***

A written response is shared, summarising findings and actions taken.

# 6. Monitoring and Record-Keeping

* All appeals and complaints are documented and retained for **three years**.
* Anonymised data is analysed annually to identify trends and improve services.

# 7. Communication

* The policy and procedure are accessible to learners through:
* The Learning Management System (LMS).
* Orientation sessions.
* Student handbooks.
* Website