



Enquiries and Appeals Policy for Learners Policy

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Policy Verified by:	Sara Llewellyn (School Leader-CEO)
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Purpose

Maple Haven School is committed to maintaining the highest standards for its learners, and other key stakeholders and to ensuring access to fair assessment for all its learners.

This document outlines the basis on which enquiries, complaints and appeals can be made and outlines the process by which Maple Haven School ensures that they are dealt with quickly, fairly and effectively.

Regulatory Authorities

Every attempt has been made to ensure that the provisions of this document are consistent with the requirements of the regulatory authorities. Where the requirements of a regulatory authority change, or where inadvertently these procedures conflict with those of the regulatory authority, the latter shall apply.

Definitions

Enquiries	Allow Providers and Learners to ask for clarification or exemplification on specific or general issues
Complaints	An expression of dissatisfaction with Maple Haven operations such as our service, decisions made or the application of our policies and procedures.
Appeals	The process through which the outcome of a decision may be challenged.
Learner Appeal	The process whereby a Learner challenges the result of an assessment that he/she has undertaken and seeks to have the result changed or reversed.
Provider Appeal	The process whereby a Provider challenges the result of an assessment or verification decision for one or more Learners that has been confirmed by Maple Haven School. The appeal process is distinct from a complaint.

Complainant	The Learner or Provider making a complaint.
Appellant	The Learner or Provider making an appeal.

Responsibility of Providers

- Providers must have internal enquires, complaints and appeals arrangements which Learners can access if they wish to appeal against a decision taken by the Provider.
- All Provider staff involved in the management, assessment and quality assurance of Maple Haven School qualifications must familiarise themselves with the Provider's enquiries, complaints and appeals policy and procedure.
- Learners on Maple Haven School qualifications and units must be made aware of the contents of the Provider's enquiries, complaints and appeals policy.
- Providers must ensure appeals are handled consistently and in accordance with this and the Provider's own appeals policy.
- All appeals in relation to decisions taken by the Provider must go through the Provider appeals process before the matter can be referred to Maple Haven School appeals process.
- Providers should ensure that staff and Learners are made aware of Maple Haven School policy and procedures, particularly the need to go through the provider appeals process before referring the matter to Maple Haven School.
- Providers should ensure that all concerned are aware of the time limits for submitting an appeal and of the need to retain assessment evidence where necessary.
- Maple Haven School reserves the right to require an Approved Provider to amend its procedures so as to be consistent with the guidance in this document.

Policy

Enquiries

Maple Haven School is committed to dealing with enquiries from Providers and Learners promptly:

- We will acknowledge enquiries when we receive them, and no later than within 5 working days
- We will deal with simple telephone enquiries promptly
- We will appoint an appropriate member of staff to respond to the enquiry
- We will respond to written enquiries (email, letter) as soon as possible, and normally within 10 working days (complex enquiries may take a little longer).

Complaints

Maple Haven School aims to resolve complaints as quickly as possible and in most cases we will seek to resolve your complaint informally.

To make a complaint about any aspect of our service, in the first instance complainants should contact the School Leader, who will seek to rectify the situation as soon as possible.

In cases which cannot be resolved informally, written complaints outlining the reason for your dissatisfaction should be submitted via hrmanger@thellewellyn.school marked for the attention of the HR Manager.

Complainants should provide the following information to help us to understand your complaint:

- the full nature of the complaint
- when you became aware of the issue you are complaining about
- the nature of the service affected
- the qualification/ course affected (if relevant)
- details of any relevant investigation carried out by the provider

Should the complaint fall outside the scope of Maple Haven School complainants will be advised of this in writing within 5 working days of receipt of the complaint.

Maple Haven School HR Manager will investigate the complaint and seek any further information that may be required.

Once we are satisfied that all information is available a conclusion will be reached. This will be communicated to the customer in writing within 15 working days of receipt of the form. However, if a conclusion cannot be reached within this time frame they will be notified in writing of the reasons why.

Appeals from Learners

Maple Haven School expects that most appeals made by a Learner in response to internal assessment decisions and the award of qualifications and units to be resolved internally by the Provider.

Learners must follow the appeals and complaints procedures fully prior to making an appeal to Maple Haven School about assessment decisions made, which impact on the award of Maple Haven School qualifications and/or units.

It is expected that Learners will only appeal directly to Maple Haven School in exceptional circumstances where a Learner is appealing against the conduct of an internal appeals procedure that they do not consider has been conducted fairly or in accordance with published procedures. Maple Haven School will investigate the procedures used by the Provider to investigate the Learner's original appeal.

An appeal by a Learner must be in writing and signed and dated by the Learner. Appeals received by email will be accepted.

Learners have 30 working days from the date they were notified of the decision against which the appeal is addressing in which to lodge an appeal.

Appellants must be mindful that the outcome of Maple Haven School' investigations may affect Learner results. Final achievements could be either increased or decreased because of investigations into the appeal.

No person involved in deciding at one stage in the procedures may be involved in deciding at any subsequent stage.

Where the outcome of an appeal brings into question the accuracy of other results, Maple Haven School will take steps to protect the interests of all Learners and will cooperate with any follow-up investigations required by the regulatory authorities and, if necessary, agree appropriate remedial action with them. This may involve a further review of the work of Learners at the Provider.

Maple Haven School may consult the relevant regulatory authority at any point and will act on any advice received.

Exclusions from this policy

Vexatious Correspondence or Behaviour

Maple Haven School staff will not engage with persistent/repeated contact from enquirers/appellants or abusive enquirers/appellants. Where an enquirer/appellant corresponds with Maple Haven School in an abusive manner or repeatedly and persistently contacts Maple Haven School with no new information or evidence to bring to investigations, Maple Haven School will treat such behaviour/correspondence as vexatious.

Zero Tolerance

Maple Haven School endeavours to provide a service which is prompt, courteous, clear and responsive to learner needs. In order provide the best service; Maple Haven School is committed to the well-being of its staff and learners.