



Head of the Class Ltd Complaints & Appeals Procedure

Head of the Class hopes that provisions made for students at all stages of their programme of study will make the need for complaints (about that provision) or appeals (against the outcomes of any form of assessment) infrequent.

However, all those concerned believe that it is important for students to be clear about how to raise a concern or make a complaint, and how to appeal against the outcome of assessment. The following guidance attempts to provide such information.

Nothing in this guidance precludes an informal discussion with the person immediately responsible for the issue that you wish to complain about (and who may not be one of the individuals identified below). This is often the simplest way to achieve a satisfactory resolution.

Complaints

- If your concern or complaint relates to teaching or other provision made by the centre, then you should raise it with the tutor providing that provision. The teacher will attempt to resolve your concern/complaint informally.
- If you are dissatisfied with the outcome, then you may take your concern further by making a formal complaint to Abrar Al-Habtari, Managing Director by email; abrar.ah@head-of-the-class.co.uk.
- A complaint may cover aspects of teaching and learning (e.g. teaching facilities, supervision arrangements, etc.).
- A complaint to the Director should be made only where attempts at informal resolution have been unsuccessful.

For procedures on making serious allegations about standards, conduct, financial irregularity or possible unlawful action please refer to our Whistleblowing Policy.

Academic appeals

An appeal is defined as a formal questioning of a decision on an academic matter made by the responsible academic body.

A concern which might lead to an appeal should be raised with the centre and the individual responsible for overseeing your work. It must not be raised directly with examiners or assessors. If it is not possible to clear up your concern in this way, you may put your concern in writing and submit it to the Abrar Al-Habtari, Managing Director, the matter will then be investigated further using the appropriate bodies.