



New Start 4 U CIC
12-14 Riley Square, CV2 1LX, Coventry
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Appeals and Complaints Policy

New Start 4u recognises that sometimes things may go wrong for a student, who then wishes to make a complaint or an appeal regarding delivery of program or assessment. This document explains how to go about doing so.

An appeal is specifically related to a matter of assessment decision, for example where a student does not agree with the marks awarded for a piece of assessed work. The procedure for that is detailed separately below.

Other matters of concern, which are not related to marks, can be raised as a complaint, for example against a member of staff, a student, or about facilities.

- Appeal procedures is included in the separate document called: Learner Appeals, Reporting and Handling Procedure and is available on the share drive as well as a hard copy in New Start 4 U CIC Office.
- Appeal procedure has 4 stages and the issues will be resolved in reasonable timescale stated in the procedure.

Appeals should be submitted in writing or via e-mail, following all stages of the procedure.

Complaints Procedure

Students are encouraged in the first instance of dissatisfaction with any aspect of their experience at New Start 4u to resolve the matter informally through a verbal conversation with whoever is responsible for their dissatisfaction. This should be the case whether the complaint is about a member of staff, facilities or a fellow student.

Staff and students of the centre are required to always be approachable and willing to listen to any complaint or advice that may be brought to them. They should respond in a polite manner and try their best to take reasonable steps to resolve the matter.

If the matter is too serious for the informal approach, or it has been tried, but to no avail, then students should follow the formal complaints procedure below.

Students who wish to formally make a complaint to the centre should contact the centre's Director in writing stating the following information:

- Complaining Student Name,
- Nature of Complaint, including names of individuals concerned,
- What steps have already been taken by the complainant and the response received.

The matter will be further investigated and resolved within a reasonable timeframe.

If any student is not happy with the outcome of the investigation and feels that a formal complaint should be made to the awarding body, then they should read the awarding body's website for details of their own complaints procedure.

Director

Mrs. Monika Carroll

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