**Vocational Qualification**

**Student Grievance/ Appeals Policy**

If you have a grievance of any kind you should refer the matter to your Teacher/Tutor/ Assessor in the first instance and discuss the issues that you are unhappy with.

**Informal stage**

If you are still unhappy or you feel the grievance has not been resolved by the teacher/Tutor/Assessor then you should contact the IQA/QAC and explain the issues to them. They will write the issues down to ensure they have a good understanding of your grievance. This meeting will take place within 5 working days of you raising the grievance with the IQA/QAC. At the meeting we will discuss your grievance in an informal setting in the hope that it can be resolved at this stage. Both parties will be heard and the conclusion of the meeting will be place in writing within 5 working days.

If you are still unhappy with the outcome you will report this to the IQA/QAC within 5 working days of receiving the Informal stage conclusion letter.

**Formal Stage**

As QAC I would assemble a panel of staff not involved with the incident/assessment to hear the complaint. The panel will be made up of the IQA/QAC, Head of the Centre and another assessor. A date will be set for the hearing to take place (within 20 working days of your initial complaint). The panel will hear full accounts from all parties involved in the incident/assessment.

A written conclusion will be sent to you within 5 working days of the hearing.

If you still feel the decision of the panel to be unsatisfactory then you can contact City and Guilds directly.

Throughout this process advice / support will be available from the IQA/QAC and an independent assessor will explain the process and if need be attending the meetings/hearings with you.