



ST ROSE'S (St Martin's)

APPEALS AND COMPLAINTS

POLICY FOR LEARNERS

Person responsible:	Deputy Head of School
Current Policy Date:	February 2026
Review cycle:	Every 2 years
Date of policy review:	February 2028
Policy to be reviewed by:	Deputy Head of School

Appeals and Complaints Policy

Introduction

This policy addresses the situation where students may wish to appeal or complain.

Access

Students are made aware of the existence of this policy and the appeal's and complaints procedures when they begin the course during induction and have open access to it. It can be found in the Vice-Principal's Deputy Head of School's office and online on the St Rose's pupil server\Ascentis key policies\December 2018 along with the appeals and complaints policies for each of the awarding bodies used by St Rose's. All tutors are made aware of these policies and how to access them in order that students can be supported. This policy is reviewed every 2 years and may be amended in response to feedback from students, staff, parents and external organisations.

Policy Statement

All students at St Rose's have the right to make an appeal or make a complaint about the qualifications they are undertaking.

Appeals

If any student wishes to appeal a decision, they should follow the following procedure.

1. If possible, communicate to the member of staff responsible for teaching the qualification in the first instance about the reason they wish to appeal.
2. The member of staff has a responsibility to explain to the candidate why he/she did not achieve the qualification.
3. If the student is not satisfied with the explanation, the piece of work will be moderated by another member of staff also involved with that qualification.
4. The student will be informed of the outcome of the moderation by letter and, if necessary, another more appropriate form of communication for them.
5. If the student wants to continue the appeal, he/she needs to contact the exams officer, who will provide the student with information about the appeals procedure for the relevant awarding body and explain what is involved. The exams officer will assist with the completion of any forms and will correspond with the awarding body on behalf of the student.
6. Please note: a student must have the support of the centre to be able to appeal against a result.

Complaints

If possible, communicate to the member of staff responsible for teaching the qualification in the first instance about the reason they wish to make a complaint.

1. The member of staff will try to help and address the complaint of the candidate.

Please also refer to St Rose's Complaints Policy.

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Chair of Governors

Date

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Principal

Date