

Greenway Academy

Complaints and Appeals Policy

Version Number	1.0
Document Description	This policy outlines the procedures Greenway Academy follows for receiving, investigating, and resolving complaints and academic appeals in a fair, transparent, and timely manner.
Target Audience	This policy applies to all learners, applicants, employees, contractors, partners, and members of the public who interact with Greenway Academy.
Policy Owner	Greenway Academy

1. Introduction

Greenway Academy is committed to maintaining high standards of academic quality, fairness, and learner satisfaction. We recognise that, from time to time, concerns may arise regarding the services we provide or academic decisions that affect learners.

This policy establishes a clear process for submitting, investigating, and resolving complaints and academic appeals. It aims to ensure that every concern is treated consistently, objectively, and confidentially while complying with the quality assurance expectations of OTHM and other relevant awarding organisations.

This policy will be reviewed annually or sooner if changes in legislation, regulatory requirements, or awarding organisation guidance require revisions.

2. Scope

This policy applies to:

- All learners enrolled at Greenway Academy.
- Applicants seeking admission.
- Academic and administrative staff.
- Contractors and third-party service providers.
- Members of the public who engage with Greenway Academy.

The policy covers both service-related complaints and appeals against academic decisions.

3. Policy Statement

Greenway Academy is committed to providing an accessible, impartial, and transparent complaints and appeals process.

Every complaint or appeal will be considered fairly, investigated appropriately, and resolved within reasonable timescales. No learner will suffer disadvantage for raising a genuine complaint or submitting an appeal in good faith.

Where appropriate, Greenway Academy will cooperate fully with OTHM or any relevant awarding organisation throughout the resolution process.

4. Complaints and Appeals

Although complaints and appeals are managed through similar procedures, they relate to different matters.

A **complaint** concerns dissatisfaction with services, facilities, staff conduct, administration, or any aspect of the learner experience.

An **appeal** is a request for a formal review of an academic decision, assessment result, or another decision affecting a learner's academic progress.

5. Grounds for Academic Appeal

Learners may submit an academic appeal where there is evidence of one or more of the following:

- Administrative or clerical error.
- Error in calculating assessment results.
- Failure to follow published assessment procedures.
- Procedural irregularities affecting the assessment outcome.
- Bias or unfair treatment.
- Exceptional mitigating circumstances that could not reasonably have been disclosed before the assessment decision.
- Any other circumstance that may have materially affected the assessment outcome.

Appeals based solely on disagreement with academic judgement will not normally be accepted.

6. Objectives of the Appeals Process

The appeals process aims to:

- Ensure learners have the opportunity to question assessment decisions fairly.
- Promote consistency and transparency in academic decision-making.
- Resolve disputes at the earliest possible stage.
- Protect the integrity of qualifications awarded through Greenway Academy.
- Maintain confidence in Greenway Academy's quality assurance procedures.
- Preserve learners' rights to escalate unresolved appeals to the relevant awarding organisation where applicable.

7. Appeals Procedure

Stage One – Submission

Appeals must be submitted in writing within 10 working days of the assessment decision.

The appeal should clearly include:

- Learner's name and identification number.
- Programme or qualification.
- Assessment concerned.
- Grounds for appeal.
- Supporting evidence where available.

Stage Two – Investigation

Upon receipt of the appeal, Greenway Academy will acknowledge the submission and appoint an independent member of staff who has not previously been involved in the assessment.

The investigation will normally be completed within 10 working days.

Additional information may be requested where necessary.

Stage Three – Outcome

Following completion of the investigation, the learner will receive a written decision outlining:

- The findings.
- Reasons for the decision.
- Any corrective action to be taken.
- Information regarding further review where applicable.

Where an appeal cannot be concluded within the expected timeframe, the learner will be informed of the reason for the delay and provided with an updated timescale.

8. Complaints Procedure

Greenway Academy encourages concerns to be resolved informally wherever possible.

Learners are encouraged to discuss their concerns with the relevant member of staff before submitting a formal complaint.

Where informal resolution is unsuccessful or inappropriate, a formal complaint may be submitted in writing.

The complaint should include:

- Name of the complainant.
- Learner ID (where applicable).
- Details of the complaint.
- Names of individuals involved (if relevant).
- Supporting evidence.
- Any previous attempts to resolve the matter.

A senior member of staff will investigate the complaint and normally issue a written response within seven working days.

9. Escalation

If a learner remains dissatisfied after Greenway Academy has completed its internal procedures, they may refer the matter to the relevant awarding organisation, including OTHM, where appropriate and in accordance with the awarding organisation's published procedures.

10. Confidentiality

All complaints and appeals will be handled confidentially.

Information will only be shared with individuals directly involved in investigating or resolving the matter.

Records will be stored securely in accordance with Greenway Academy's Data Protection Policy.

11. Record Keeping

Greenway Academy will maintain records of all complaints, appeals, investigations, decisions, and supporting documentation.

These records will be retained in accordance with the Academy's document retention procedures and applicable legal requirements.

12. Monitoring and Review

Complaints and appeals will be reviewed periodically to identify recurring issues, improve services, and strengthen academic quality assurance processes.

Recommendations arising from investigations will be considered by senior management and implemented where appropriate.

13. Policy Review

This policy will be reviewed annually or earlier where required due to changes in legislation, awarding organisation requirements, or internal quality assurance processes.

14. Reference: