POLICY

Policy title	IMI – Complaints and Appeals Policy
Written by	Luke Atkinson & Joe Saubolle
Policy owner	Principal

Status	Approved
Summary of changes	Reviewed and updated to reflect change to current guidance

Approval date	1 September 2025
Approval authority	Board of Trustees
Review date	1 September 2026

Role	**Name**	**Contact Details**
Instructor (Teacher)	Joe Saubolle	j.saubolle@thehastingsacademy.org.uk
Exams Officer	Daniella Bigg	d.bigg@thehastingsacademy.org.uk
Assistant Principal & Centre Coordinator	Luke Sadler	l.sadler@thehastingsacademy.org.uk
Assistant Principal: Personal Development	Luke Atkinson	l.atkinson@thehastingsacademy.org.uk

Purpose

To describe the process by which learners can appeal against an assessment decision and obtain accurate and fair assessment of their work or competences, if necessary, through the intervention of an appropriate third party.

Scope

This procedure shall apply when any learner feels assessment has been carried out unfairly and wishes to appeal.

Responsibilities

It is the responsibility of all Hastings Academy staff for ensuring that all candidates are informed of this procedure

Procedure

The candidate concerned will notify the assessor of an appeal within 5 working days of receiving the assessment decision.

The Assessor will respond to the candidate within 5 working days.

If the appeal is not resolved the candidate will make a written appeal to the Centre Coordinator within 5 working days of receiving the response from the assessor.

The Centre Coordinator will consult the Assessor and the Quality Assurer involved.

The assessment decision will be internally quality assured to determine the validity of the appeal.

The Centre Coordinator shall respond in writing to the candidate within 5 working days of being informed of the appeal.

If the appeal is not resolved the candidate can pursue the appeal through the IMI.

For qualifications that are regulated, if the customer remains dissatisfied with the way the awarding body has handled the complaint, then they may complain to the qualification's regulator, for example, SQA Accreditation, CCEA, Ofqual, or Qualifications Wales.

Grounds for Appeal

The following are grounds for an appeal against assessment decisions which is pursued by the appeals process, examples include but not limited to:

- Procedural or organisational irregularities in the conduct of an assessment
- The assessment did not follow the assessment plan for the unit or module

- Misleading information in relation to the assessment has been given
- Insufficient or inappropriate instructions or guidance has been provided
- Insufficient opportunity to be able to demonstrate competence has been provided

Complaints

If a candidate has a complaint against any aspect of The Hastings Academy's conduct in relation to qualification delivery or assessment should direct their complaint in writing to Daniella Bigg (see the contact details at the end of this policy).

Whistle-blower

When making an allegation it is helpful to us if you would provide as much information and supporting evidence as possible to inform and support any investigation we carry out.

It is not essential to have clear evidence before making an allegation under this policy, but you will need to explain, as fully as you can, the nature of the allegation or circumstances that give rise to your concerns.

We will always aim to keep the identity of the person making the allegations confidential where asked to do so, although we cannot guarantee this. We may need to disclose their identity should the allegation lead to issues that need to be taken forward by other parties such as:

- the police, fraud prevention agencies or other law enforcement agencies (to investigate or prevent crime, including fraud)
- the courts (in connection with any court proceedings)
- the relevant regulatory authority (e.g., Awarding Organisation, Ofqual, SQA Accreditation, CCEA, Qualifications Wales)

To raise a concern under these whistleblowing arrangements please contact Daniella Bigg (see the contact details at the end of this policy).

Outcomes of an Investigation

If the investigation results in a proven case of malpractice or maladministration, we will take action against the relevant parties in accordance with our Malpractice and Maladministration Policy.

If the allegation is not proven by the investigation, provided the whistleblower did not deliberately raise an allegation which they knew to be untrue, no action will be taken against them.

If the allegation was made due to a genuine misunderstanding, the individual(s) (e.g., centre personnel, candidate) who have been the subject of the investigation will be expected to bear no malice or ill feeling towards their accuser. The Head of Centre must ensure that centre personnel do not mistreat the whistleblower.

Policy Review

The Hastings Academy will review their policies and procedures on an annual basis and the next review is scheduled for:

- 01 September 2026

Issue Number	Effective Date	Amendments	Reasons
1	1.9.2025		