



Appeal and Complaints Policy

2021-2022

1. Introduction

Reviews of Results and Appeals allow candidates the opportunity to ensure that the marking and moderation processes carried out by **ESTYA** for a particular assessment were followed correctly. Review of Results and Appeals allow candidates to ensure that the result issued to them is fully justified including any scaling and/or special consideration decisions, and/or Academic Misconduct penalties.

2. Scope and ground for appeals

ESTYA Review of Results and Appeals Policy relates to marking and moderation procedures and their application only, and not matters of academic judgement.

Appropriate grounds for appeal include the belief that documented processes have not been followed correctly, an error occurred during the calculation of marks, and/or that a special consideration or academic misconduct penalty has been incorrectly applied.

Where a Review of Results or Appeal reveals that the original result awarded to a candidate is higher than justified by their work, the grade awarded may be lowered. Where a Review of Results or Appeal raises doubt over the marks awarded to any number of further candidates, this will be investigated fully in order to ensure that the marks issued to all candidates are correct.

3. Process

ESTYA expects all students to familiarise themselves with regulations governing academic integrity.

Procedures will be followed to investigate suspected cases of breaching academic integrity when concerns are raised during the marking process or in connection with suspected cheating in examinations. Students are not allowed to submit work for which they have already received credits, whether at this or another institution.

We are aware that some students may have experienced differing standards at other institutions (including overseas) however, it is vital students understand the standards expected at **ESTYA** as significant penalties can be imposed if these are breached. These penalties will affect the mark students receive and in most serious cases it would result in fail or termination of their programme.

It is often helpful for students to discuss ideas and approaches to their work with their peers, and this is a good way to help them think through their own views. However, work submitted should always be entirely student's own. In some modules, working in groups will be required, and there may be occasions when work is submitted from the whole group rather than individuals. In these instances, the assessment brief will make it clear how individual contributions to the group work should be identified and assessed. If students are in any doubt,

check with the Module Convener setting the assignment. If students have worked with others, they should make sure that you acknowledge this in any declarations they make.

If students wish to improve their study skills, always seek advice sooner rather than later. Personal Tutors or Module Conveners will be able to support students identify sources of assistance. It is an important element of independent learning and a normal part of academic development, to recognise when students need to seek advice.

If in any doubt about what is required in any particular assignment, students should always ask their Module Convener.

Students are responsible for their own work and conduct, and for ensuring that they neither fall accidentally into poor academic practice in their written work nor engage in any practices that breach academic integrity. Such practices are unacceptable, whether they have been happened deliberately or through a lack of understanding. As well as negatively impacting a student's own development, failure to work with academic integrity is unfair to other students who complete their work honestly and fairly. Ultimately, a student's results will not be a true reflection of his or her own performance, which may potentially damage the academic standing of the campus awards.

4. Rights of Appeal

Students may wish to request a decision to be reviewed in relation to the following:

- Marks
- Progression
- Awards
- Academic misconduct
- Exclusion decision

In order for appeal to be upheld, students must satisfy one or more of the above stated grounds for appeal. Appeals will not be accepted on the following grounds:

- Challenge to academic judgment: for example, when a student feel they should be awarded a higher mark, or a different decision should have been made in relation to mitigating circumstances
- Failure to submit mitigating circumstances as stated in the campus policy.

5. Complaints Policy

5.1 Introduction

ESTYA intends that there will be no cause to complain about the quality of our services.

We will act fairly, courteously, legally and without bias or prejudice in all such matters and those who choose to submit a complaint will not be disadvantaged in any way by doing so.

ESTYA will endeavour to resolve all problems quickly and efficiently.

We are committed to providing the best possible service and we welcome all forms of feedback.

5.2 Definitions

A complaint is an expression of dissatisfaction by any customer regarding the quality of service provided by **ESTYA**.

5.3 Complaints Procedure

We aim to solve the problem as quickly and efficiently as possible.

Complaints can be made in email or in writing. All complaints made through email should be sent to contact@estyia.education

Once received, the complaint will be passed to the team that is best placed to investigate and resolve it. We aim to respond to all complaints within **14 working days** of receipt.

Please note complaints sent through the post may take several days to reach us and may result in a longer response time.

If complaints are made verbally by telephone, a written account of the enquiry will also need to be submitted by the complainant before we will investigate it.

Occasionally, depending on the nature of the complaint, we may need longer than **28 working days** to issue a full response. If this is the case, we will contact the complainant via email or post after **14 working days** to provide an update on our progress.

All complaints, of any nature, will be investigated thoroughly and evidence gathered from relevant sources. The investigation will be coordinated by the appropriate investigating manager who will seek advice and input from other relevant colleagues, as necessary and appropriate.