

CARFAX

TUTORIAL ESTABLISHMENT

Internal appeals procedure for resolving disagreements over enquiries about results and appeals

The Establishment may not always agree to support an enquiry about results or an appeal which has been requested by a candidate. This document outlines the procedure which will be followed if a candidate wishes to appeal against any such decision made by the Establishment.

In the first instance the candidate and/or parent should discuss any concerns with the Superintendent of Examinations. Most cases should be resolved in this way.

Where discussions with the Superintendent of Examinations have failed to resolve the matter, the candidate or parent should send a written appeal to the Principal.

This written appeal must be received no later than two weeks after the original decision has been communicated to the candidate. The letter should clearly state the reasons for the appeal.

On receipt of a written appeal, an enquiry into the matter will be conducted by the Principal.

This enquiry will consider the reasons for the centre's original decision and whether these remain persuasive in light of any counter-reasoning presented in the candidate's appeal.

Any staff members involved in making the original decision will be given a copy of the appeal and will also be given the opportunity to respond to this in writing. A copy of this response will be passed to the candidate.

The candidate will be informed in writing of the outcome of the appeal, including details of any relevant communication with the Awarding Body. This will be done within three weeks of the receipt of the appeal.

If the candidate is not happy with the written response, he/she will be given an opportunity to have a personal hearing. A request for this must be made in writing within two weeks of the written response. The personal hearing will take place within two weeks of the receipt of the candidate's request.

The candidate will be given all relevant documents prior to the hearing and will be permitted to be accompanied by a single parent/carer or friend. Any relevant staff members and the candidate will both be given the opportunity to hear each other's submission to the panel at the hearing.

The panel will consist of the Principal, another senior member of staff who has not been involved in the process leading to the original decision, and a representative of the Proprietor. The outcome will be communicated in writing to the candidate within one week of the appeal hearing.

The Superintendent of Examinations will maintain a written record of the details of all appeals.