



Institute of Animal Technology

Enquiries and appeals

Enquiries and appeals

Policy

Learners and officials have the right to enquire about or appeal decisions and complain where standards of assessment or administration have fallen below acceptable standards and have a duty to report incidents of discrimination, bullying or harassment. All enquiries, appeals or complaints will be taken seriously and without the fear of reprisals or victimisation. The IAT's enquiries and appeals policy or the Centre's own policy, should be available to learners for reference.

Complaints can be made on any grounds where the standards of an individual or group fall below acceptable level. This could include unfair access to assessments, unreliable grading of assessments, inadequate support to learners from centres, or to centres from the Institute's officials. Centres are required, as a condition of approval, to agree and operate a complaints procedure, which learners, assessors, internal verifiers and moderators can use in the event that they wish to challenge an appropriate aspect of the centres or moderators operation.

Scope and Objective

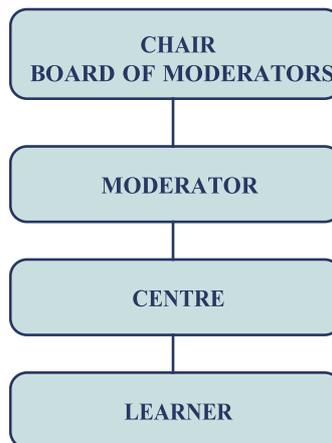
The IAT will:

- make its policy available to all centres and learners
- ensure that its policies promote fair access to qualifications and allow fair and clear processes to answer enquiries, appeal decisions or resolve disputes quickly and without fear of victimisation provide guidance for those learners who think that they have been treated unfairly or have grounds for a complaint review the effectiveness of policies on a regular basis and take prompt action to rectify any deficiencies that are identified and communicate this action to the centres and learners maintain records of any complaints or appeals and their outcome

Records will be kept for a minimum of 5 years by both the Centre and the Institute

Procedure

APPEAL/COMPLAINT FROM A LEARNER

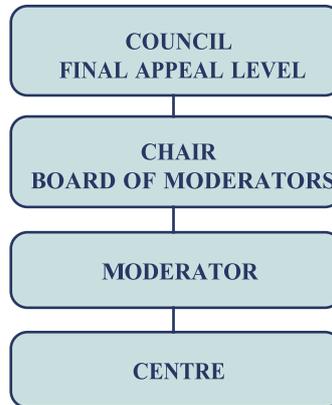


Learners with a complaint should first raise their complaint with the assessor at the Centre. If the learner and assessor cannot reach agreement at this early stage, the learner should formally lodge a written complaint with the Centre within 20 working days of the complaint occurring. A full and fair investigation will be conducted in order to resolve the complaint. The Centre will attempt to find a solution with the learner, assessor and Internal Verifier, e.g. in the case of a disputed assessment or grade, the centre may set another assessment or re-consider the learners' original evidence/work.

If the matter has been discussed and no satisfactory outcome has been achieved, the learner and assessor should refer the matter to the IAT's Moderator. Once a complaint has been lodged, the Moderator will give details of how the complaint will be heard, including the composition of the panel to consider the complaint within 30 working days. Where a complaint is sufficiently serious the Moderator can refer the complaint to the Chair of the Moderation Board for consideration. The Chair of the Board of Moderators will convene a small panel of experts to aid their decision, which may include the External Verifier. No one involved in the original assessment will be on the panel.

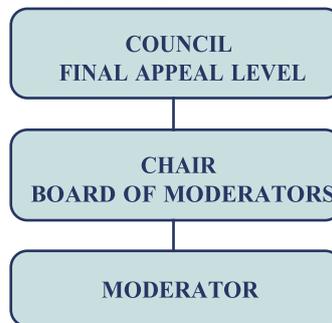
Institute of Animal Technology

COMPLAINT FROM A CENTRE



A Centre with a complaint against a Moderator must first raise the issue with the Moderator. If the matter has been discussed and no satisfactory outcome has been achieved, the complaint is taken directly to the Chair of the Moderation Board. Once a complaint has been lodged, the Chair of the Moderation Board will give details of how the complaint will be heard, including the composition of the panel, which may include the External Verifier, to consider the complaint within 30 working days. No one involved in the original assessment should be on the panel. Where a complaint is sufficiently serious, the Chair of the Moderation Board can refer the complaint to the Council for consideration.

COMPLAINT FROM A MODERATOR



A complaint from the Moderator about a Centre, learner or Institute officer should be raised with the individual(s) concerned in the first instance. If the complaint cannot be resolved it should be referred to the Chair of the Moderation Board, who will convene a panel to investigate the complaint. The panel may include the External Verifier and any other experts required to thoroughly investigate the complaint. Representation from all interested parties will be invited. Once a complaint has been lodged, the Chair of the Moderation Board will give details of how the complaint will be heard, including the composition of the panel to consider the complaint within 30 working days. The Council acts as the final level of appeal.

Records

All appellants will be acknowledged in writing on receipt of an enquiry and again on completion once the outcome has been reached.

Records of any complaint procedure will be kept by the Centre or the Institute at each stage and a copy of any recommendations and actions taken shall be given to the parties involved.

The records should contain the following:

- Nature of the appeal
- persons involved
- dates of discussion
- evidence presented
- decisions reached
- actions taken
- signature of parties involved

Fees

There is no fee payable by the appellant's in relation to investigating a complaint.