

Policy

Appeals and Complaints Policy



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1. General Principles

Britain International Academy is committed to upholding the principles of fairness and transparency within its exam process. However, we acknowledge that occasionally, applicants may have reason to question or express an opinion to the Academy, about its decision, or the way in which their application has been handled.

As such, the Academy aims to operate a fair and transparent Exam Appeals and Complaints procedure which:

- encourages informal resolution;
- does not disadvantage applicants.

Appeals and complaints should be made directly by the applicant. Due to Data Protection legislation we are only able to consider appeals and complaints made by third parties if an applicant has provided written authorization, including the name and contact details of the relevant third party.

2. Definitions

A **request for feedback** is an informal request for further information or clarification regarding an admissions related matter. You should also use this route if you believe that an exam error may have occurred in the handling of your application.

An **appeal** is a request for a formal review of a specific exam result decision (e.g. the decision to reject an exam, the level of the academic offer made, the fee category assigned) under the following grounds for appeal:

1. procedural irregularity;
2. emergence of new information which may have affected the initial decision had it been available at the time the decision was made;
3. that there has been prejudice or bias in the decision-making

Please note that appeals cannot be based on challenges to academic judgments made on your application. If you appeal on grounds (ii) above, you will need to explain why you have not been able to bring the information to the Academy attention before the result decision was made. If an appeal is successful the original decision may be changed.

A **complaint** is a statement of dissatisfaction concerning:

- the Academy's exam procedures or policies which have been used to reach a result decision;
- the actions, lack of actions, or behavior of a member of staff involved in the exam result decision.

A complaint cannot be considered if it solely constitutes a challenge to the academic criteria used to consider applications for a program of study. If a complaint is successful, the Academy may offer an apology and/or a commitment to revise policy or procedures.

3. Procedure

A. Stage 1

In the first instance, an informal request for feedback should be submitted via application to the relevant Exam Office, usually within **10 working days** of the original result decision, outlining the reason for the appeal or complaint. The Academy will endeavor to provide a reply within **15 working days** either in writing or over the telephone.

Stage 2

If you are unhappy with the outcome of Stage 1, a formal Appeal or Complaint may be submitted using the Appeals and Complaints form. This should be sent via email within 10 working days of receiving Stage 1 feedback.

If the grounds for appeal fall within those defined above, the case for appeal will be evaluated by the relevant Exam Center Manager, or appropriate nominee, who will review all relevant information relating to the case and may contact relevant parties for further information, including those involved in the initial decision and the applicant, before they reach a conclusion on the case.

A similar procedure will be followed for complaints, where the matters raised fit the criteria for an appeal against an admissions decision. The outcome of the appeal or complaint review will be communicated to the appellant in writing and reasons will be provided.

If an **appeal** is upheld, the action the Academy proposes to take to remedy the situation, which may include a review to the original result decision, will be outlined at the same time to the appellant.

If a **complaint** is upheld, the Academy's proposed action to resolve the complaint will also be outlined to the appellant when they are notified of the outcome.

The Admissions Manager will endeavor to respond to both appeals and complaints within **15 working days** of receipt. If, at this point, the case is unresolved, we will inform the applicant of the progress of their case.

If the appeal or complaint specifically regards the actions of the relevant Exam Center Manager, the case will be reviewed by a colleague of appropriate seniority.

B. Stage 2:

Form for the Submission of a Formal Appeal or Complaint

- 1. Please confirm that you have already completed stage 1 (Feedback): *
 - I have completed Stage 1
- 2. Please indicate whether you are making an appeal or complaint (please refer to definitions in the Appeals and Complaints Procedure): *
 - Appeal Complaint

- 3. If you are submitting an appeal, please indicate the grounds on which you wish to appeal: *
 - Procedural irregularity
 - Emergence of new information which may have affected the initial decision had it been available at the time the decision was made
 - That there has been prejudice or bias in the decision-making

- **Applicant Details**

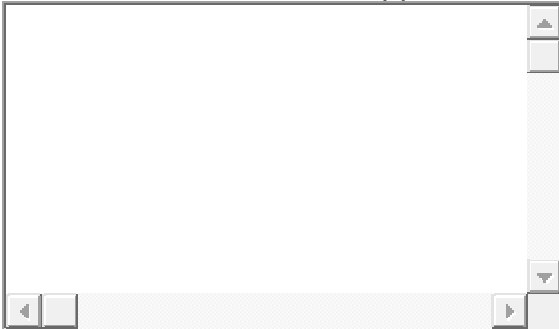
4. Please complete the personal details section below to help us find your correct application and in order for us to be able to contact you during the appeals/complaints process:

- Surname *
- First name *
- BIA ID or Application Number *
- Exam Title *
- Applicant's email address *

- **Details of Appeal or Complaint**

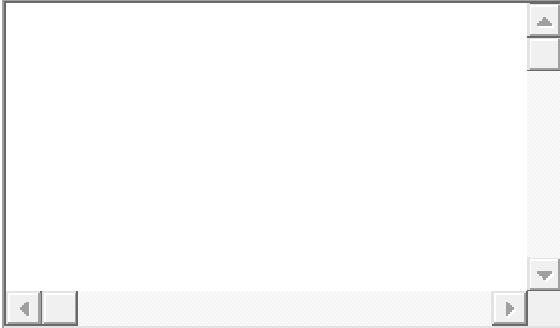
5. Please complete the section below as fully as possible to give details of your specific appeal or complaint:

- Nature of and reason for appeal or complaint



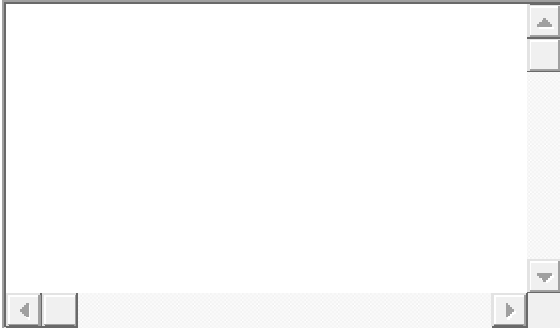
What are you appealing/complaining about and why? Please be as specific as possible, including names, dates and times where appropriate. Please attach any relevant independent evidence of the events or situation you are concerned about.

- Steps already taken to resolve the issue

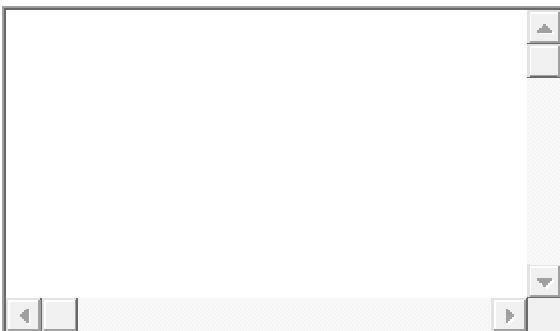
An empty text area with a vertical scrollbar on the right and horizontal scrollbars at the bottom, indicating it is a scrollable field for text input.

Please include details of Stage 1 feedback and any previous correspondence with the Academy regarding the appeal/complaint and why this is not satisfactory. Please attach copies of any relevant previous correspondence.

- Indication of the outcome you are seeking

An empty text area with a vertical scrollbar on the right and horizontal scrollbars at the bottom, indicating it is a scrollable field for text input.

- Please provide any additional information which you feel is relevant that has not been covered above

An empty text area with a vertical scrollbar on the right and horizontal scrollbars at the bottom, indicating it is a scrollable field for text input.

- 6. Attached documents If you wish to attach/upload any documents to this form, please use the Choose File button.

- **Declaration**

7. I confirm that the information in this form is true and accurate

- Name *

- Date * MM / DD / YYYY 

C. Stage 3

Following Stage 2, if you are still not satisfied with the outcome of your appeal or complaint, you may request that your case (as submitted to the Exam Center Manager together with any response you have to the outcome) be formally reviewed by the Academy's Academic Registrar (a correspondence address will be provided if necessary following Stage 2).

Any such request must be made in writing within three months of receiving the Stage 2 response. The request will be considered by the Academic Registrar who will review all previous documentation relating to the case and may seek additional information from the applicant and/or the other parties involved, and may take advice from other colleagues with relevant experience. Having investigated the issues raised, the Academic Registrar may decide:

1. to confirm the original decision made on the case by the Exam Center Manager
2. to uphold the appeal or complaint and propose a resolution of the matter to the appellant
3. to refer the matter for consideration in line with another Academy procedure.

The Academy will aim to notify you of the Academic Registrar's decision within 20 working days of receipt. If this is not possible, you will be informed in writing of the progress being made to review your appeal or complaint.

The Academic Registrar's decision on an exam appeal or complaint is final and there is no further procedure within the Academy for such cases to be reviewed.

Jatinder Pal Singh <hr/>	Atif Sohail <hr/>
Director Admin / Operation	Director Academic Affairs
02 September 2020	02 September 2020