**The Appeal and Complaint Policy**

**POLICY STATEMENT**

* If for any reason you are not satisfied with the service provided by Notting Hill College, then please email us at  [education@nottinghillcollege.net](mailto:education@nottinghillcollege.net). Please outline the nature of your grievance and we promise to acknowledge your complaint within 24 hours. The Academic Manager or the IQA officer will try to reach a satisfactory conclusion for all sides within 4 working days. If you are not satisfied with your distance learning grade, please contact your online tutor for detailed feedback. If you are still not satisfied then please contact the Academic Manager or the IQA officer at the above address. If you have to drop-out please contact the Operation Manager to state your reasons. Once accepted, you will be charged £50 for re-enrolment fees. If you have do not pass your course, you have the right appeal. You will be notified of your grade and the reasons behind the attained grade, to appeal against such a decision please contact the IQA offcier at the above address outlining the justification for your appeal.

**Failing the course**

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* In most cases, students pass the course. However, if the tutor feels you have not participated fully on the course or that you have not grasped the content of the course sufficiently then you may be asked to resubmit your work. For every resubmission, you will be charged £25 per assignment. If you have dropped-out, please contact the **operation manager** to state your reasons. Once accepted, you will be charged £50 as re-enrolment fees.
* If you do not have the required level of English to complete the course, we reserve the right to fail you without expectation of a refund. As a guide, we recommend that non-native speakers have a minimum Cambridge level 4, CEFR level B2 or IELTS 6.0 score. If you are unsure, you should take our online placement test and must be able to score 85% on your first attempt.
* Plagiarism is copying either entirely or almost word for word from any of our tutors’ answers, other students and/or from other sources. While we encourage our students to search for alternative content, your answers must be your own work. This means that they must be adapted to your own ideas. The examples and information we provide are resources you are encouraged to read to widen your knowledge but when applying these to your own work, they must be changed, adapted to your own words & interpretation and referenced accurately. If a student plagiarises he/she will be given a warning, but if the plagiarism continues you may fail the course without a refund.

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**Reassessment**

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* Our reassessment procedure will be initiated should a student be unhappy with their final grade, or should they want further clarification on why they were awarded their final grade. Once the student has agreed to the terms & conditions outlined in this document, the reassessment procedure can begin. This will involve an assessor (different from the assessor who originally graded their work) reading through the student’s assignments/quizzes/final exam.
* The next step will be for the assessor to create a report for each piece of work using the Grading Rubric which all students will have received (as it is detailed in each Programme Handbook). Once the reports are complete, relevant grades will be awarded. Once all pieces of work are graded, a final grade will be awarded. Once the

**procedures have been completed, there will be one of two outcomes. These are as follows:**

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* 1. Increase in Grade If once the procedure has been completed, the student is awarded a higher grade than they originally received, the student will be sent their reports and a new grade book via email. They will be sent a new certificate which displays their higher grade by post, as well as a new verification number to confirm the certificate’s authenticity. Once this new certificate has been issued, the original certificate and verification number will become invalid.
* 2. Grade is Maintained If once the procedure has been completed, the student is awarded the same grade as they originally received, the student will be sent their reports and a new grade book via email. The student will keep their original certificate and verification number.

If you are still unsatisfied, you can contact **TQUK directly** if your appeal is related to e**ndorsed or ofqual regulated qualifications**, who are our external adjudicator. Their Ombudsman will further investigate any ongoing issues that we have not managed to solve. If the matter is related to other services you have received, please directly contact **BAC.**To know more about the BAC complaint procedures please visit the following page.

<https://www.the-bac.org/bac-complaints-procedure/#:~:text=BAC%20can%20only%20pursue%20a,the%20Accreditation%20Handbook%20for%20details>).