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## Appeals Procedure

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The following sets out the appeals procedure for Customised Curriculum.

This procedure covers the process for raising appeals against an academic decision that has been made. Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the regulations of the programme of learning then they may appeal to the Director or IQA Manager at Customised Curriculum.

Examples of areas where an appeal may be raised are as follows:

A learner believes that Customised Curriculum has not applied its procedures consistently or that procedures not followed properly, consistently and fairly.

A learner is not satisfied with the conduct of the assessment and believed it disadvantaged them; and learner feels that the premises/environment for assessment has disadvantaged them.

When you contact us, in please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your appeal (including the subject matter and dates and times if known)
- Any names of the people you have dealt with so far.
- Copies of any papers or letters to do with the appeal.
- Any other factors for consideration such as any extenuating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made.

Appeals will be investigated by the Director and IQA within 10 days of receipt of your appeal.

We aim to investigate and respond to appeals within ten days.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the Awarding Organisation directly. The Awarding Organisation is BCS, and their appeals policy can be located on their website: [www.bcs.org](http://www.bcs.org)

Should you address your appeal to BCS and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator.

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Either a representative of Customised Curriculum or BCS will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

The policy will be reviewed every 12 months by Claire Hoult, Quality Manager, Customised Curriculum Ltd.

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