



# APPEAL AND COMPLAINTS POLICY

Policy Owner	Compliance Manager
Approved By	Registrar
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## 1.Introduction

B-TIC is highly responsible to maintain and improve the quality of the Qualifications delivery as per the standard and recommend of the Awarding Bodies.

We are fully committed to every compliance of all the agencies who regulate us thus we are highly dedicated in setting Policies with timely revisions to meet the regulatory requirements, assure the standards, guide and support Awarding Bodies and the Learners to achieve a world class learning experience.

## 2. Scope

This document is applicable for the following products:

B-TIC Campus



## 3. Audience

This document is for use by the following:

- a. B-TIC Staff
- b. Learners

Relevant Policies to be used in conjunction with,

1. B-TIC Glossary of Terms
2. Relevant Policies that is in Compliance with

## 4. Definitions

<p><b>Appeal</b></p>	<p>The right to challenge against any Academic decision on Assessment, Grading, Academic Misconduct, Progress, Awards, Prior Learning Assessment and Learning Decision or any other academic matters of an Assessor / IVQA / EVQA or any other Academic decision markers for all forms of Qualifications.</p>
<p><b>Complaint</b></p>	<p>Complainant right to complain expressing dissatisfaction against B-TIC Academic services, Academic information teaching, supervision, facilities, support and/ or other reasonable grounds.</p>

## 5. Policy Statement

### 5.1 General

This is a legal document of B-TIC that sets out the Policy on Appeal and Complaints. B-TIC shall treat all the legitimate Appeals/Complaints with clear means of resolution to the satisfaction of all parties and dealt without any discrimination.

Appeal/Complaints are entertained on the following grounds,

- a. Administrative Error
- b. Medical Grounds
- c. Computer, Equipment or Technology failures shall not be permissible grounds for Appeal
- d. Reasonable adjustments, Special Consideration and
- e. Other reasonable grounds

The Appeal Process in an impartial review of any Academic decision that is alleged to be capricious, arbitrary or discriminatory. The Appeal Procedure does not attempt any Re-Assessment or appraise the academic judgment of the Assessor and IVQA any stage, however consider only whether the decision was fair, taking relevant factors into account.

## 5.2 Appeal Stages

### **B1 Stage 01: Admin Review at B-TIC**

- a. If Appellant/Complainant is dissatisfied with any Academic decision or complain shall log a notice of Appeal using Appeal and Complaints Form to the relevant panel within 10 working days of having received the decision or complain.
- b. An Assessor who has not been involved previously will conduct an admin review on the circumstances of the Appeal or issue.
- c. If the Appellant/Complainant remain dissatisfied with Stage 01 may proceed to Stage 2.

### **B2 Stage 02 - Appeal Panel at B-TIC**

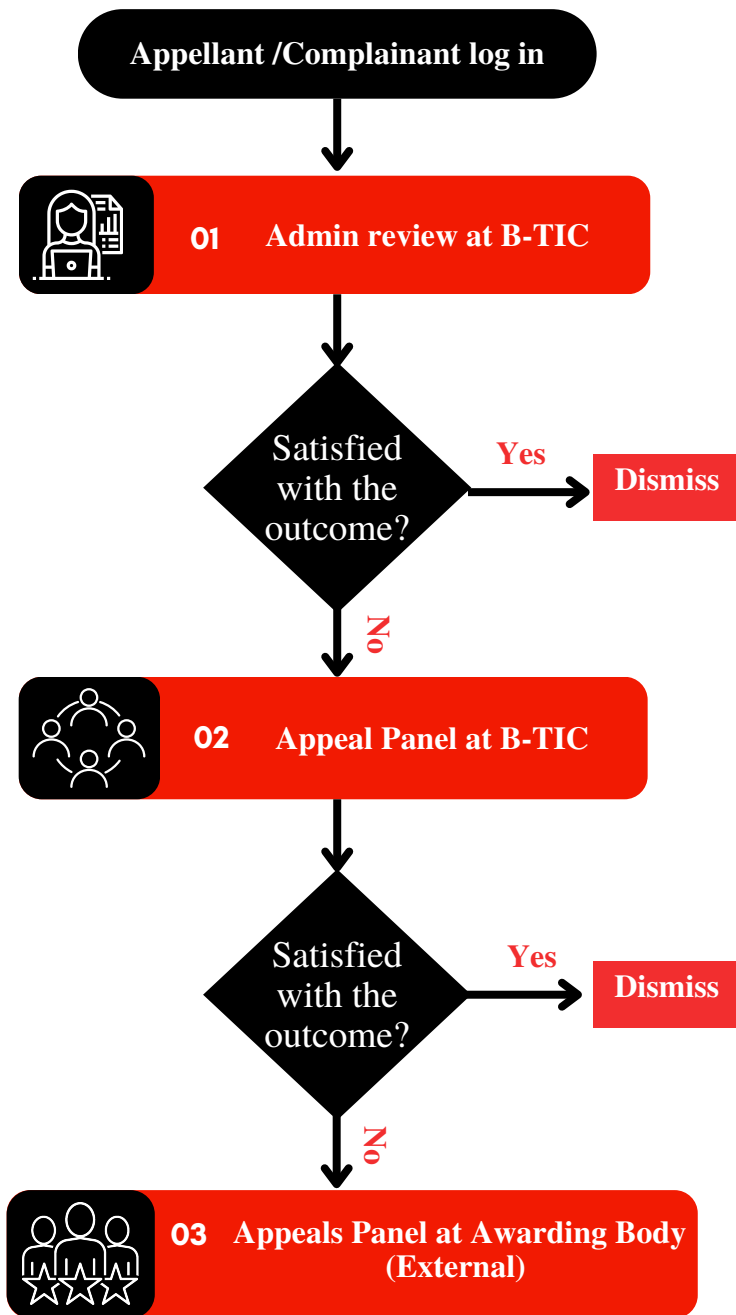
- a. Appellant shall log the notice of appeal using "Appeal and Complaints Form" to the Appeal Panel within 10 working days of having received the decision of admin review outcome.
- b. Appeal Panel consists of two Quality Assurers who have not been involved previously will investigate the circumstances of the Appeal/Complaint with reference to the relevant criteria
- c. If the Appellant/Complainant remains dissatisfied with the outcome of Stage 2 may proceed to Stage 3.

### **B3 Stage 03: Appeals Panel at Awarding Body**

- a. Appellant/Complainant shall log the notice of appeal to the relevant Awarding Body in accordance with the Appeal and Complaints Policy of the Awarding Body

Where an Appeal/Complaint is found to be justified, possible outcomes might include apology, a practical resolution such as revision of Grades, extension of deadline(s) for completion/submission or other allowance of extra time or an opportunity to resit an examination or other Assessment as restoration or improvement of inadequate facilities, transfer to another course a commitment to prevent/avoid recurrence of a problem or an appropriate remedy in contemplation of the panel.

## 6. Process



Click to download the  
APPEAL AND COMPLAINT FORM



*End of Policy*

B-TIC has taken all effort to ensure that the Policy and information contained in this version of publication are true and accurate to the best of knowledge when published.

**Disclaimer:** However, Policies, Products and Services of B-TIC are subject to continuous learning and improvement frequently. Thus we reserve the right to improve the Policies, Products and Services accordingly. We cannot accept any responsibility for loss or damage of any nature upon the usage of this document.



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