

Do I have a complaint or an academic appeal?

There are two different processes available to students who are dissatisfied with some aspect of their experience at Pearson College and who wish to take the matter further: complaints and academic appeals. This document seeks to provide some guidance about the difference between the two, so that all students are clear about which procedure is appropriate to their circumstances.

For additional guidance about your specific circumstances, you should discuss with your personal tutor, student services or your programme leader.

The Student Complaints Procedure, together with details of the Academic Appeals processes for Pearson College and all validating partners, are available on the College website.

What is a complaint?

A complaint is where, as a result of a student's experience at Pearson College, a student is dissatisfied about the College's provision of services or facilities and wishes their concerns to be investigated. For example, a complaint could be about the standard of teaching, the resources available or some specific aspect of our services (e.g. slow responses from student services or the finance department).

A complaint should be brought by following the Student Complaints Procedure. The first stage is informal and requires you to seek to resolve it through discussion with the member of staff most closely involved.

What is an academic appeal?

An academic appeal is a student's request for a decision made by the College or its validating partners (where applicable) relating to their academic studies to be reconsidered. Typically, these will be decisions made by the relevant Board of Examiners, for example:

- academic progression (including decisions to re-sit/repeat opportunities)
- degree classification or degree award,
- termination of registration by the Board of Examiners
- penalties applied for assessment offences

You should note, however, that matters of academic judgment are not appealable, so you cannot appeal purely on the basis that you think your marks are too low. There are very specific grounds for appeal, which are set out in the regulations of the relevant validating partners.

Can you bring both a complaint and an academic appeal?

The same set of circumstances could give rise to both a complaint and an academic appeal. For example, you might think that the tutor was biased against you. This could be a ground for an academic appeal, but you might also wish to bring a complaint relating to a poor standard of teaching.

Complaints and appeals both need to be backed up by evidence.

