

12.3 Policy for reporting outcomes of Appeals and Complaints

Academic Appeals

Data relating to academic appeals (including number, module and outcome) are reported to Academic Board for monitoring and at a modular or programme level in the annual report to the accrediting body.

Review, reporting and monitoring of academic appeals is the responsibility of the Director of Education and Training.

Complaints

Data relating to complaints from any stakeholder (including students or commissioners) are reported to Corporate Board for monitoring. Review, reporting and monitoring of complaints is the responsibility of the Director of Quality Improvements.

