

Hove College

Student Grievances, Appeals, and Complaints

1. Grievance Procedure

If a student has a grievance then they should raise it directly with the General Manager in the first instance. Depending on the nature of the grievance, the GM may advise an approach to the course tutor, or Principal. The final arbiter will be the college Chairman (Simon Cleaver – based in London)

2. Appeals and Complaints

Normally an appeal describes a complaint about an academic issue, and a complaint of a more personal nature might be termed a grievance. The College would bear its own policies in mind, such as described in the staff handbook for health and safety, code of conduct, etc.

An academic appeal will always be discussed with the Course Tutor (Assessor) and, should it be necessary to take it further, with the Internal Verifier. For example, if you want to appeal about what you have perceived as lack of fairness in assessment, then you will need to put it in writing. The Tutor (Assessor) will then discuss this with you. If you still wish to proceed, the Tutor will refer the matter to the Internal Verifier who will discuss the matter in depth with the Tutor and yourself. They would involve you as much as possible in its resolution. If you still wish to proceed with the appeal it would be referred to the Principal. Any decision would be subject to final arbitration by the College Chairman (currently Simon Cleaver).

If the complaint or appeal includes work being done towards an external examination, the normal examining body regulations will apply to that part, with the appeal costs being charged to the student.

3. Resolution

We will acknowledge any grievance, appeal or complaint in writing within 48 hours. Our aim thereafter will be to resolve any issues by the fastest means possible following the procedures outlined above, and giving concern to due diligence.