

5. Complaints Procedure

Complaints raised about any issue of the course, instructor or fellow student under the Complaints policy will be dealt with as follows:

- 5.1 Complaints relating to fellow students, course management, marking, etc should be made in writing to Helen Tompkins, Director of ATSL, indicating the full nature of the complaint and any relevant background information. Copies of any relevant documents which will further explain the complaint should be included. Students are strongly advised to keep a copy of the written complaint.
- 5.2 ATSL undertakes to respond to the complaint in writing within 5 days of receipt explaining next steps.
- 5.3 Where at all possible ATSL will arrange to meet or speak (distance permitting) to the complainant and any other involved or relevant party to resolve the issue to the satisfaction of all parties.
- 5.4 Where a complaint is raised which relates to examination marking, Helen Tompkins will contact the relevant external examiner for a report on their marking scheme and decision (Helen Tompkins does not assess final summative examinations). If necessary the script may be referred to an alternative external examiner for second marking and report.
- 5.5 In the event that the complainant is not satisfied with the outcome of the matter, the complaint may be further referred to LANTRA as the validating body of the course at: LANTRA, Lantra House, Stoneleigh Park, Coventry referencing Corporate Provider no. ANIA03 (2915)
- 5.6 ATSL will invite all students to offer feedback on their learning experience at the conclusion of the course and all input will be carefully considered.