

Student Grievance Policy

If any student has any grievances concerning the tutor assessment, they should follow this procedure:

- In the first instance, the grievance should be taken to the tutor/assessor.

- If it is still unresolved, it should be taken to the Internal Verifier for discussion. The student will be reported on the conclusion.

- If appropriate, the Internal Verifier takes the complaint to the Course Co-ordinator for discussion. A final decision will be made by the Course Co-ordinator/Lead Verifier.

- If the student feels the problem has not been resolved they reserve the right to pass the necessary information to the appropriate organisations e.g. Grievance Council, Awarding Bodies.

- If any student has any grievances in relation to the Equal Opportunities Procedure, they should observe the following:
 - In the first instance, the grievance should be taken to the tutor/assessor.

 - If it is still unresolved, it should be taken to the CDC Manager for discussion. The student will be reported on the conclusion.

- If the student is still unsatisfied, they will meet with the CDC Manager. They will then pass on the information to the appropriate Adult Education representative.