



**KITE COLLEGE**

Kent Inclusive Technical Education

# **KITE COLLEGE EXAMS COMPLAINTS & APPEALS POLICY**

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Learning & Inclusion Committee	
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# 1. Purpose

## Complaints

The purpose of this policy is to provide clear and transparent procedures for learners, staff, and other stakeholders to express concerns, complaints, or grievances regarding the College's services, facilities, staff, or any other relevant matter. The aim is to ensure that complaints are addressed fairly, promptly, and effectively.

## Appeals

KITE College is committed to ensuring that all learners have the opportunity to appeal decisions related to their assessments and examinations. The Internal Appeals Procedure provides a structured process for learners to challenge decisions concerning internal assessments, access arrangements, special considerations, and post-result services.

# 2. Scope

This policy applies to all learners, staff, and external stakeholders who have a complaint or wants to appeal an exam decision related to:

- Academic services
- Administrative services
- Campus facilities
- Staff conduct (faculty, support staff, administration)
- Policies and procedures
- Any other aspect of college life

# 3. Definitions

- **Complaint:** A formal expression of dissatisfaction or concern regarding the College's actions, decisions, or services.
- **Complainant:** An individual or group who submits a complaint.
- **Respondent:** The individual or group against whom the complaint is made.

# 4. Principles of Complaint Handling

- **Fairness:** All complaints will be dealt with in an impartial manner.
- **Confidentiality:** Personal and sensitive information provided by the complainant will be treated confidentially, except where required by law or for the resolution of the complaint.
- **Timeliness:** Complaints will be addressed as promptly as possible, ensuring resolution within reasonable timeframes.
- **Transparency:** The College will provide clear information on how complaints will be handled and the outcomes.

# 5. How to Submit a Complaint

Complaints may be submitted in the following ways:

- **In writing** (email, letter)
- **Online form** (available on the College website or learner portal)
- **In person** (via appointment with relevant department or office)

## 6. Complaint Process

### Informal Resolution

Learners and staff are encouraged to resolve complaints informally by discussing the issue directly with the person involved, such as a faculty member, administrative staff, or department head.

This step is recommended to allow quick resolution before escalating to formal channels.

### Formal Complaint

If the issue cannot be resolved informally, a formal complaint should be submitted in writing to the College's Complaints Officer or designated person.

The complaint must include:

- The nature of the complaint
- Relevant dates or incidents
- Any supporting documentation or evidence
- A desired outcome or resolution

### Acknowledgement and Investigation

Complaints will be acknowledged within five business days.

The relevant department or Complaints Officer will investigate the complaint thoroughly. This may involve gathering information from both the complainant and the respondent.

#### *Resolution*

Once the investigation is completed, the College will provide a written response to the complainant outlining the outcome and any actions to be taken.

If the complainant is satisfied with the outcome, the complaint will be considered resolved.

### Exam Appeals

Appeals for internal candidates must be submitted by the Head of Centre. A Head of Centre can appeal against the outcome of a clerical re-check, a review of marking or a review of moderation. When providing their consent to a clerical re-check or review of marking, a candidate also confirms that they understand that the outcome of any subsequent appeal might be that their final subject grade and/or mark may be lower than, higher than, or stay the same as the result which was originally awarded. A private candidate may submit an application for an appeal directly to an awarding body. A private candidate can appeal against the outcome of a clerical re-check or a review of marking. A private candidate is defined as a learner who is entered for a subject by the centre and has not received any tuition at the centre for the subject during the academic year in which the

exam series occurs. The learner may have received teaching at the centre for different subjects or for the same subject for a previous exam series. When making the entry for a private candidate, the centre should ensure it meets the relevant awarding body's requirements for identifying that this is the case. This is important as it will ensure the awarding body can identify that an appeal application related to that subject, which is submitted to the awarding body directly by the private candidate, is eligible for processing.

## Marking Error

A Marking Error is defined as the awarding of a mark which could not reasonably have been awarded given the evidence generated by the Learner, the criteria against which Learners' performance is differentiated and any procedures of the awarding organisation in relation to marking, including in particular where the awarding of a mark is based on

- an administrative error;
- a failure to apply such criteria and procedures to the evidence generated by the Learner(s) where that failure did not involve the exercise of academic judgment; or
- an unreasonable exercise of academic judgment.

## Moderation Error

A Moderation Error is defined as a moderation outcome which could not reasonably have been arrived at given the evidence generated by Learners which was considered for the purpose of Moderation, the centre's marking of that evidence, the criteria against which Learners' performance is differentiated and any procedure of the awarding organisation in relation to moderation, including in particular where the outcome of moderation is based on

- an administrative error;
- a failure to apply such criteria and procedures to the evidence generated by the Learner(s) where that failure did not involve the exercise of academic judgment; or
- an unreasonable exercise of academic judgment. An academic judgement is what is involved when assessing. It is possible for different examiners reasonably to reach different judgements. Unreasonableness in academic judgement occurs where the mark given is one that no reasonable examiner could properly have awarded.

## Timeline

Appeals must be made within 30 calendar days of the awarding body issuing the outcome of the clerical re-check, review of marking or review of moderation ("the Outcome"). If the reasons for the Outcome and/or a copy of the script(s) have been provided within 15 calendar days of the awarding body issuing the Outcome, an application for an appeal must still be submitted within 30 calendar days of receiving it. If the reasons for the Outcome and/or a copy of the script(s) have been provided beyond 15 calendar days of the awarding body issuing the Outcome, an application for an appeal must be submitted within 15 calendar days of receiving these.

## Support and Advice

Learners, staff, and other stakeholders can seek advice and support during the complaint process from:

- Learner Support Services
- Human Resources or the relevant department for staff complaints.

## Monitoring and Reporting

- The College will regularly review complaints to identify trends and improve services
- Annual reports on complaints, outcomes, and resolutions will be available to stakeholders.

## Protection Against Retaliation

- The College prohibits retaliation against anyone who files a complaint in good faith. Any person found retaliating will face disciplinary action.

## Review of Policy

- This policy will be reviewed regularly to ensure its effectiveness and relevance. Updates or revisions will be communicated to all stakeholders.