



CHANGING PLACES
CHANGING LIVES



R2W Appealing Against Assessment Decisions Policy

GWSNT- COL09

This policy applies to all Groundwork South and North Tyneside R2W learners and staff (hereafter referred to as Groundwork).

We recognise that there may from time to time be disputes regarding assessment decisions. The purpose of this Policy is to support learners and staff to appropriately deal with any such disputes with the aim of these being resolved effectively.

It is our Policy that all appeals against assessment decisions are considered in an equitable, open and expedient manner and that they be resolved as early in the procedure as possible.

STAGE 1

If a learner wishes to make an appeal relating to an assessment, the matter should be raised initially with the relevant Tutor. The appeal should be raised orally in the first instance. This must be made within 5 working days of notification of the assessment decision.

The Tutor will attempt to resolve the complaint informally. He/she shall enquire into the appeal and will discuss it with the complainant, consider the information provided and advise the complainant of the decision. The decision will normally be communicated to the complainant orally, within 5 working days of the appeal being raised.

If, upon receipt of the decision, the complainant is still dissatisfied with the decision, he/she may progress the appeal to Stage 2.

All appeals must be made within 5 working days of the assessment feedback.

STAGE 2

If the appeal has not been resolved at Stage 1, the complainant may refer the appeal to the Deputy Head of the College by completing the Stage 2 Appeals Form (see appendix). The complainant must complete the form by providing full details of the complaint and should address it to the Deputy Head of the College (contact details can be obtained via the R2W website/R2W staff). This must be done within 5 working days of the end of Stage 1.

The Deputy Head will review the assessment decision with the Tutor, Internal Verifier and/or the External Verifier, as necessary.

The Deputy Head will consider all the information relating to the assessment and determine the outcome, usually within 20 working days of receipt of the Stage 2 appeal. The result of the appeal will be communicated to all parties by completing the appeals form and copying it to all parties concerned.

STAGE 3

If the complaint is not resolved to the satisfaction of the learner at Stage 2, the appeal will be referred to the Head of College through the Deputy Head. This must be done within 5 working days of the end of Stage 2.

The Head of College will consider the appeal with the Deputy Head and a representation of the Governors and will be supplied with all the documentation submitted in relation to the earlier stages of the procedure.

The Head of College will determine the assessment decision. Such decision will be final and will be communicated to all parties in writing. This will usually be within 20 days from receipt of the Stage 3 appeal. The decision will then be binding.

Notes:

The procedure may, by agreement of the parties concerned, be used for setting a common appeal where more than one individual has the same complaint.

Appendix.

STAGE TWO APPEALS FORM.

Name of Learner:	
Date:	
Course Title:	
Course Code:	
Assessment Title/Code:	
Assessor:	
Deputy Head:	

Details of Appeal:

Learner Signature:

Outcome of the Appeal:

Deputy Head Signature: _____ Date: _____

Policy review

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