



The Maria Montessori Training Organisation  
trading as  
The Maria Montessori Institute

## Student Complaints and Appeals Policy

### Student Complaints Procedure

There is a complaints procedure for students to follow in the unlikely event that the need arises. A copy is available upon request. Written below is a summary of the stages of the procedure.

#### Stage 1 – Informal Discussions

- If a student has a grievance relating to his/her Course experiences, the matter should be raised initially with the Course Tutor. The grievance should be raised verbally in the first instance. In the event that the grievance relates to the Course Tutor who would normally deal with a grievance at this stage, the grievance should be referred to the Head of Training.
- The Course Tutor will attempt to resolve the complaint informally. She shall enquire into the grievance and will discuss it with the complainant. Most grievances will be resolved at this stage.

#### Stage 2 – Written Grievance

- If the complainant feels that the matter has not been resolved through informal discussion, the grievance should be put in writing to the Head of Training. The Head of Training will give a written response within ten working days in an endeavour to resolve the matter.
- If, upon receipt of the written decision, the complainant is still dissatisfied with the decision, he/she may progress the grievance to Stage 3 within five working days.

#### Stage 3 – Steering Committee

- If the grievance has not been resolved at Stage 2, the complainant may refer the grievance to the Steering Committee by obtaining from the Office a grievance form.
- The Steering Committee will, as soon as possible, and in any event within ten working days of receipt of the form, arrange a meeting at which all parties to the grievance will attend.
- The Steering Committee will issue a written decision within ten working days and their decision will be final.



## **Appeals Procedure**

There is no right of appeal against the academic judgement of the duly appointed examiners. A student shall have the right to appeal against the decision on grounds other than academic. The grounds for an admissible appeal shall be one or more of the following:

- (a) that there existed circumstances affecting the student's performance of which the examiners were not aware when their decision was taken, and which could not reasonably have been presented to the examiners;
- (b) that there was a procedural irregularity (including administrative error) or other inadequacy in the conduct of the examinations, or processing of marks or grades, of such a nature as to cause doubt as to whether the result might have been different had there not been such an irregularity;
- (c) that there exists evidence of prejudice or of bias on the part of an examiner.

Appeals must be made in writing to the Director of Training with a copy to the Board of Examiners, within one week of the results being declared. The Board of Examiners will review the results and convey their decision to the student in writing within two weeks. The decision of the Board of Examiners is final.