

Complaints and Appeals Policy

Complaints regarding the building or facilities

If you would like to make a complaint about the building or the facilities available at the centre, you should discuss your concerns with your teacher in the first instance. If you feel that your teacher has not made reasonable adjustments or has not taken appropriate action then you should write to the Managing Director at akbar.sikder@bslfirst.com.

Complaints regarding a course

If you would like to make a complaint about the course structure or the quality of teaching, you should attempt to resolve the issue with your teacher in the first instance. If you feel that your teacher has not made reasonable adjustments or has not taken appropriate action then you should write to the Managing Director at akbar.sikder@bslfirst.com.

The Managing Director will carry out a formal investigation into the complaint. This may include talking to the teacher and other students on the programme. The Managing Director will respond to the complainant with a report.

If the learner has requested either a part or full refund, BSL First management will consider the request in accordance with the findings of the report. The final report will contain the final decision on any refund request. This decision should be reached within six weeks. This decision is final.

Appealing against an external assessment decision

The awarding body is responsible for all external assessments. If you would like to appeal against an external assessment decision, you should contact BSL First. Within two weeks of receiving the result. The centre must agree that the appeal is viable and if so will initiate an appeal with the awarding body Signature. Appeals to Signature can only proceed through the registered centre. Signature's appeals process will then be followed.

For more information about Signature's appeals policy, please see: http://www.signature.org.uk/documents/deliver/document_library/appeals_procedure.pdf.

Appealing against an internal assessment decision

Qualified A1 Assessors and Internal Quality Assurers at the centre are responsible for marking all internal assessments. You have the right to appeal against any internal assessment decision. You should ask your assessor to refer the assessment to be second marked by another A1 Assessor or Internal Quality Assurer. This should be done within two weeks of receiving results.

If you disagree with the second marker then you should ask for the assessment to be referred to the awarding body. The awarding body will send the assessment to an external assessor. The external assessor's decision is final.