



Policy Document Information

Version Number	Next Review Date	Responsible Person	Approved By
1.0	20-01-2026	Academic Coordinator	Academic Dean

1. Purpose

This procedure outlines the process for students to raise complaints and appeal academic decisions at London Academy for Applied Technology (LAAT). It ensures a fair, transparent, and timely resolution of concerns.

2. Scope

This procedure applies to all students enrolled at LAAT and covers:

- Complaints – Concerns related to teaching quality, learning resources, administrative services, or unfair treatment.
- Appeals – Requests for review of assessment results, malpractice decisions, or disciplinary actions.

3. Complaints Procedure

3.1 Informal Stage (Resolution at LAAT Level)

- Students should first attempt to resolve their concerns informally by discussing the issue with the relevant tutor, lecturer, or administrator.
- If the issue is not resolved, the student may escalate it to the Academic Head via email or a formal meeting request.
- A response will be provided within 5 working days of receiving the complaint.

3.2 Formal Stage (Written Complaint to LAAT Management)

If the informal resolution is unsatisfactory, the student may submit a formal complaint in writing. The complaint should include:

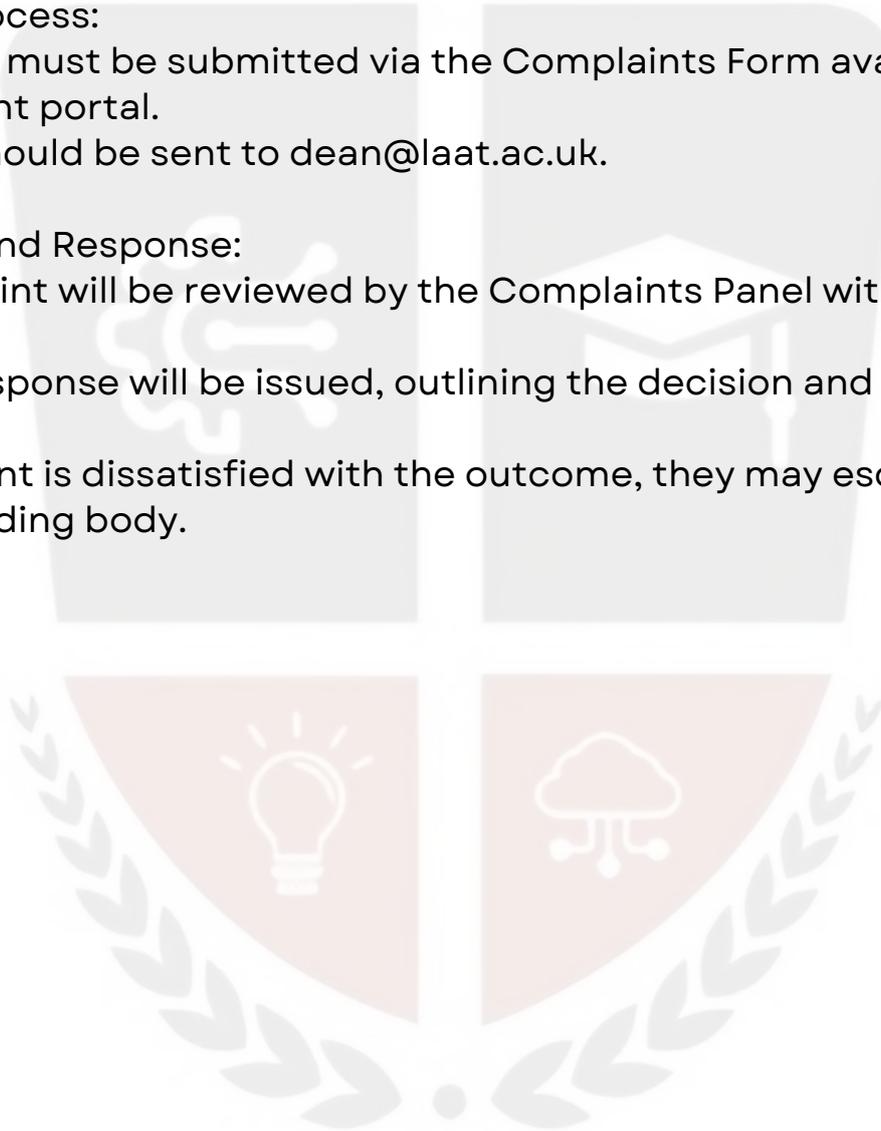
- Full name and student ID
- Nature of the complaint (e.g., academic, administrative, discrimination)
- Supporting evidence (emails, assessment feedback, correspondence, etc.)
- Desired resolution

Submission Process:

- Complaints must be submitted via the Complaints Form available on the LAAT student portal.
- The form should be sent to dean@laat.ac.uk.

Investigation and Response:

- The complaint will be reviewed by the Complaints Panel within 10 working days.
- A formal response will be issued, outlining the decision and any remedial action.
- If the student is dissatisfied with the outcome, they may escalate the matter to the awarding body.



4. Appeals Procedure

4.1 Academic Appeals at LAAT Level

Students may appeal an academic decision if:

- They believe an assessment was unfairly graded.
- There was an administrative error in the grading process.
- They were affected by mitigating circumstances (e.g., health issues) not considered at the time of assessment.

Appeal Process:

1. Submit an appeal via the Academic Appeals Form within 7 working days of receiving the assessment decision.
2. Appeals must be sent to dean@laat.ac.uk with:
 - Student details
 - Course/module name
 - Grounds for appeal
 - Supporting evidence (e.g., medical reports, Turnitin reports, assessment feedback)
3. The Appeals Panel will review the case within 10 working days and issue a final decision.

If the appeal is unsuccessful or the student is dissatisfied with the outcome, they may escalate the matter to the awarding body.

5. If a student is not satisfied with LAAT's resolution, they may submit a formal complaint or appeal to the awarding body.

5.1 Submitting a Complaint to the Awarding Body

- The student must first complete all stages of LAAT's internal complaints procedure.
- If unresolved, the student can contact the awarding body within 15 working days of receiving LAAT's final decision.
- Complaints should be sent via the awarding body's official complaint form along with all supporting documents.

5.2 Academic Appeals to the Awarding Body

If a student believes LAAT has mishandled their academic appeal, they may escalate the case to the awarding body.

The appeal must be submitted in accordance with the awarding body's appeals policy, usually within 20 working days of LAAT's decision.

The awarding body will review the case and may conduct an independent reassessment if necessary.

Note: The awarding body's decision is final.

6. Confidentiality and Non-Retaliation

- All complaints and appeals will be handled confidentially.
- Students will not face retaliation for raising genuine concerns.

7. Policy Review

This policy will be reviewed annually to ensure compliance with regulatory requirements and awarding body standards.

<https://www.marjon.ac.uk/about-marjon/institutional-documents/student-regulations-framework-2020-21-valid-september-2020/SRF-2020-21-section-16-academic-appeal-procedure.pdf>

