

## Appeal Policy

### 1.0 Purpose

The aim of this policy is to establish a formal procedure for learners to make an appeal against any learning decision they are affected by and dissatisfied with. It is to devise a mechanism that ensures all appeals are investigated and resolved fairly.

### 2.0 Aim

- It is the primary responsibility of Regent Institute Middle East (RIME) to ensure that all assessments are evaluated objectively.
- It is the academic team's responsibility to ensure that the assessment decisions are taken consistently and fairly.
- It is advisable for the learners to consult the relevant academic team for guidance on areas of improvement before making an appeal to avoid complaints on unreasonable grounds.
- If any learner believes the results are ambiguous, he / she may appeal for it to be re-evaluated.
- All learners would be made aware of the Appeal Policy on Induction Day.

### 3.0 Policy statement

- i. The learner can make an appeal within 7 working days of the declaration of results.
- ii. The appeal must be registered and recorded with a unique reference number, which should be shared with the learner.
- iii. The appeal would be reviewed to decide if it is valid.
- iv. If the outcome of the review suggests that the appeal is invalid, the learner would be informed within 3 working days.
- v. If the appeal is considered valid, the facts would be thoroughly investigated by a member of staff who is not involved in the matter.
- vi. If the investigation reveals that the validity of overall results or the integrity of the qualification has been compromised, appropriate action must be taken to secure the interests of all learners.
- vii. The final decision of a valid appeal would be communicated to the learner in 10 working days from the appeal date.
- viii. If the learner is not satisfied with the outcome, he / she has the right to lodge a complaint with further avenues.

## 4.0 Monitoring

The Service Quality Review Team who will monitor the implementation of this policy include:

Staff Members Involved

Senior Management Team

## 5.0 Review

This policy would be reviewed annually by the Academic Head.

It may also be reviewed in the case of any substantial change, whichever is earlier.

For advice and support contact the Academic Head.

## Policy Information

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Title	Appeal Policy
Document Number	0169/94
Purpose	The aim of this policy is to establish a formal procedure for learners to make an appeal against any learning decision they are affected by and dissatisfied with. It is to devise a mechanism that ensures all appeals are investigated and resolved fairly.
Audience	Staff; Learners
Category	Academic
Next review date	March, 2024

## Version Control

Version	Author	Amended by	Date	Comments
1.01	DoS	DGS	26/9/2022	Policy approved by RIME Governance Committee
2.01	AH	QAC	20/3/2023	Policy approved by RIME Quality Assurance Committee