



# **APPEAL POLICY**

Academy of Rock

## Appeals Policy

This policy is aimed at candidates and teachers who are involved in the assessment of AOR Performance Exams & Assessments. This policy is available on our website at [????????](#). This policy will be subject to review and monitoring by AOR and if necessary will be amended and updated following feedback. All future versions to this policy will be flagged and will be posted on our website.

### Issue and review

The date of issue of this policy is [???? 2019](#). This policy will be reviewed annually.

### Complaints

If you have a complaint about the service provided by AOR which does not affect results or grades please refer to AOR's Complaints Policy.

### Appeals

If you are dissatisfied with the mark given or the conduct of an examination and wish to formally appeal against the decision made, please use the following procedure.

### Procedure for appeals

If a candidate or teacher wishes to make appeal they may do so in writing (including email) to: Academic Head [??????](#). Appeals should be clearly marked.

### Grounds for Appeal

Appeals will be considered if they concern:

1. Appeals in respect of errors in procedure
2. Appeals in respect of errors in matching comments to marks awarded

Candidates or teachers must contact AOR in the first instance no later than 30 days from the receipt of the result, stating their name, candidate name, and the nature of the appeal (outlined above).

Appeals can only be made once the result has been received.

Appeals consist of three levels

### First Level Appeal

The first level appeal will be managed by the Academic Head. A review will be carried out using the evidence available and judgement made whether the appeal should be upheld or denied.

The result of the review will be communicated to the appellant within **28 days**.

If the appellant does not accept the result they can progress to the second level of appeal. This must be done within **14 days** of the receipt of the result of the first level appeal.

### Second Level Appeal

The second level appeal will be managed by the Academic Board. The review consists of a review of the evidence in the first appeal and a judgement made whether the decision made in the first level appeal should be upheld.

The result of the review will be communicated to the appellant within **28 days**.

If the appellant does not accept the result they can progress to the third level of appeal. This must be done within **14 days** of the receipt of the result of the second level appeal.

### Third Level Appeal

The third level appeal will be managed by an independent representative who has no direct involvement with AOR. The review consists of a review of the evidence in the previous two levels of appeal and a judgement made whether the decision made in the second level appeal should be upheld. The decision of the independent representative will be reviewed by the Academic Board.

The result of the review will be communicated to the appellant within **28 days**.