

GRIEVANCE AND COMPLAINTS PROCEDURES

COMPLAINTS AND APPEALS PROCEDURE:

Although it is unlikely to be needed, it is important that there is a procedure for dealing with any disagreements regarding assessment.

Queries on Assessment Outcomes

Examinations

Students who are dissatisfied with the outcome(s) of an examination(s) may apply to have their paper(s) re-marked under the AAT's query procedure. Students' queries will need to be backed by confirmation from their AAC – i.e. AL stating that the student was confidently expected to be assessed as competent in the subject. Further details of the query procedure, fees charged and application forms are available on request from the Assistant Assessment Officer at the AAT.

As all assessments are now performed by the AAT directly all queries on assessment outcomes will be passed to them. Training Providers are not involved in the assessment process.

Complaints about Approved Training Providers (ATP's)

The AAT has established a quality assurance system for the Education and Training Scheme which includes procedures for the approval and monitoring of Approved Training Providers. As part of this process the Association is concerned about the effectiveness of centres and students' subsequent performance, and is interested in the feedback received from employers or their trainees.

However, queries/complaints on the service provided by ATP's should be addressed in the first instance to the ATP involved using the centre's own complaints procedure. Complaints which cannot be resolved should then be forwarded to the Awarding Body (AAT) whereby they will follow their established appeals procedure.

GRIEVANCE PROCEDURE

For the procedure to deal with disagreements regarding assessment decisions, there is a separate "Complaints and Appeals Procedure" which you are informed of within the Study Support Guide and at the time you are signed up to your programme.

For other complaints and grievances pertaining to or affecting your training, the following procedure is in place:

- You are to contact your allocated personal advisor at AL in writing, advising of the complaint or grievance. If it is the personal advisor about whom the complaint or grievance relates then you are to contact one of the Directors.
- The AL personal advisor (or a Director) will investigate the complaint or grievance and aim to resolve the matter. You will be advised of the outcome within 10 working days.
- If you are not satisfied that the matter has been satisfactorily resolved, then you can, in writing, address the complaint or grievance to the Managing Director (provided both have not been previously involved in the matter). The Managing Director will investigate the matter and inform you within 10 days of the outcome.
- If this too proves unsatisfactory for you, then the matter will be passed over to a panel consisting of you, a colleague or friend of yours, the AL personal advisor and a director of AL. If this panel is unable to resolve the matter to your satisfaction then you will be advised to bring the complaint to the Association of Accounting Technicians.
- Write to the AAT's Customer Service team by post to tell them your concerns.
- Customer Service team, AAT, 140 Aldersgate Street, London EC1A 4HY. Please provide as much information as you can about the complaint. You can access the AAT's complaints procedure at: <https://www.aat.org.uk/about-aat/aat-customer-charter/complaints-about-aat-approved-training-providers>