



Appeals and Complaints Policy

GLOBAL EDUCATION PLATFORM
(GEP)

Global Education Platform (GEP) – Appeals and Complaints Policy

1. Introduction and Policy Statement

Global Education Platform (GEP) is committed to maintaining the highest standards of quality assurance. This policy outlines the principles and processes through which appeals and complaints are handled to protect the integrity of GEP as an educational institution. GEP ensures that learners have access to fair and transparent processes to raise concerns about the delivery of services, assessment methodology, or other relevant issues.

2. Key Principles

- **Accessibility:** All communication regarding appeals and complaints will be presented clearly, with this policy readily available on the GEP website.
- **Alacrity:** Appeals and complaints will be handled swiftly, following the timeframes outlined in this policy without compromising thoroughness.
- **Courtesy:** GEP will engage with all learners in a respectful and professional manner throughout the process, fostering trust and understanding.
- **Effectiveness:** The policy will be reviewed regularly to ensure it remains effective and aligned with GEP's goals.
- **Fairness:** All appeals and complaints will be processed in a manner that is fair, consistent, and impartial for all parties involved.

3. Complaints Process

- I. Grounds for a Complaint Learners may lodge a complaint if they believe GEP has:
 - Failed to provide a promised service or delivered a service below the expected standard.
 - Provided unclear or misleading information about their programmes, affecting the learner's decision-making process.
 - Not adhered to the correct administrative processes, leading to dissatisfaction.
 - Failed to provide timely responses or uphold policies related to customer care and satisfaction.
 - Breached its own policies, such as the Equality and Reasonable Adjustments Policy, impacting accessibility for learners.

Complaints related to academic decisions or assessment judgments should follow the Appeals process, as these are handled under different criteria.

II. Complaint Handling and Timelines

- GEP will acknowledge receipt of the complaint within five working days. If additional time is required to investigate, a holding response will be issued, extending the response period by another five working days, up to a maximum of ten working days.
- The complaint will be logged, assigned a reference number, and forwarded to the appropriate department or staff member for resolution.
- A written response will be provided, outlining the steps taken to resolve the complaint and any applicable remedial actions.

III. Escalation to Stage Three If the learner remains dissatisfied with the outcome of Stage Two, the complaint can be escalated to the Product Manager. A detailed written account, including all previous correspondence, must be submitted. The Product Manager will review the case and respond within 15 working days with a final decision. After this, GEP will consider the matter closed.

4. Appeals Process

I. Grounds for an Appeal Appeals can be made under the following circumstances:

- The learner believes that the internal or external quality assurance processes were not correctly followed.
- The learner disagrees with the academic assessment decision, believing it does not accurately reflect their performance due to procedural errors.

II. Procedure for Making an Appeal

- The learner must submit a written appeal to the Product Manager, clearly stating the grounds for the appeal, accompanied by any relevant evidence.
- A non-refundable appeal fee of £100 is required, payable by cheque. The fee will only be refunded if the appeal is successful.
- GEP will acknowledge the appeal within five working days and provide a timeline for when the appeal will be considered.

III. Appeal Investigation and Response

- The Quality Assurance Manager (QAM) will handle the appeal and may establish an independent appeals panel chaired by a professional unaffiliated with GEP.
- The panel will investigate the case thoroughly and prepare a report within 20 working days. The findings will be sent to the learner, including any remedial actions if necessary.

IV. Outcome of the Appeal

- A final written decision will be provided within 20 working days of the initial appeal submission. The decision made by the QAM or independent panel is final and non-appealable.

5. Record Keeping and Investigations

For both complaints and appeals:

- Each case will be assigned a unique reference number and fully documented.
- GEP will track and store information about each case, including the nature of the issue, actions taken, and the final outcome. These records will be stored for 18 months after the resolution of the case.

6. Escalation Beyond Global Education Platform

In situations where the internal complaints or appeals process does not result in a satisfactory resolution for the learner, external escalation options are available:


External Regulatory Bodies: If a learner remains dissatisfied with the outcome of GEP's internal processes, they may seek further redress by contacting external regulatory bodies. These bodies provide independent oversight and can review the handling of complaints or appeals by GEP. For example, learners may contact educational oversight bodies relevant to GEP's operation.

Guidance and Support: GEP will offer learners guidance on how to escalate their concerns externally. This includes providing relevant contact information, advice on required documentation, and instructions on how to submit a formal complaint or appeal to the regulatory body. Learners are encouraged to follow these steps if they believe their complaint or appeal was not addressed adequately by GEP.

Response to External Escalation: Should an external body request further information or documentation regarding a learner's complaint or appeal, GEP will fully cooperate with the investigation. This includes providing all relevant records, correspondence, and findings from the internal investigation to the external body upon request.

Final Resolution: The decision made by the external regulatory body will be considered final, and GEP will abide by any recommendations or decisions made by the external body in relation to the learner's case.



 27048 Rio Pecos Drive,
Valencia, CA91354, USA

| 39, Level 1, Vinsey Space Offices,
Canal Row, Colombo 01.

| 12B College Road, Croydon,
CR0 1PF