

### **Internal appeals procedures**

Students wishing to appeal the College's decision not to support a review of marking must refer to the Internal Appeals procedure and policy which are on the College website or available from the exams office. The Appeal must explain how the College has not followed this Procedure.

### **Complaints and appeals procedure**

If a Student (or his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, Scarborough Sixth Form College encourages him/her to try to resolve this informally in the first instance. A concern or complaint should be made in person, by telephone or in writing to the head of centre.

If a complaint fails to be resolved informally, the Student (or his/her parent/carer) is then at liberty to make a formal complaint. This should be made by completing a Complaints and appeals Form which are available from the exams office.