



PGCE applicants Appeals and Complaints policy

(This policy follows guidance from the Appeals and Complaints policy from our accrediting University - Kingston University)

This policy applies to PGCE applicants only.

SCITT Trainees who are on the PGCE course should refer to the Poole SCITT complaints policy.

In order to ensure best practice, to be transparent at all times and to fulfil our commitment to being inclusive, fair and objective, we have an appeals and complaints process to address any concerns that you might have with the way your PGCE application has been handled. This process is handled by the Deputy Professional Coordinator, Professional Coordinator and Trainee Professional Development committee as appropriate.

If you feel that the decision made on your application is *unjustified*, you are entitled to appeal against the decision.

Appeals should be made in writing addressed to the Deputy Professional Coordinator at the Poole SCITT office, who acknowledges the appeal, investigates and makes a decision, responding to the appellant within twenty working days of receipt.

In the event that the response does not provide satisfactory clarity, the appeal can be escalated to the Professional Coordinator, who will acknowledge the appeal and involve the Trainee Professional Development (TPD) committee who will form a panel. The panel should consist of at least 3 committee members (which could include the Professional Coordinator).

The TPD committee will investigate and make a decision, responding to the appellant within twenty working days of receipt by the Professional Coordinator.

The decision of the TPD committee is final.

Should your appeal be successful, any offer of a place will either be for the entry year originally applied for or the following year, at our discretion.

Appeals to decisions must be raised by the applicant within 3 months of the decision – or before the end of the academic year in July if this is sooner.

If you feel you have been *unfairly treated* during the admissions process, you are entitled to make a complaint.

Complaints should be made in writing to the Deputy Professional Coordinator at the Poole SCITT office who acknowledges receipt, investigates and communicates the outcome to the complainant within twenty working days.

If the matter cannot be resolved at this point, the complainant has the option to take the complaint, in writing, to the Professional Coordinator, who will acknowledge the complaint and involve the Trainee Professional Development (TPD) committee who will form a panel. The panel should consist of at least 3 committee members (which could include the Professional Coordinator).

The TPD committee will investigate and make a decision, responding to the appellant within twenty working days of receipt by the Professional Coordinator.

The decision of the TPD committee is final.

Complaints must be raised by the applicant within 3 months of the application – or before the end of the academic year in July if this is sooner.

It must be noted that the National Office of the Independent Adjudicator does not investigate complaints relating to Admissions.

In any instance where a decision has been made by an academic, this cannot be challenged. Universities in the UK are required to accept academic judgement as final. Kingston University is the validating University for the Poole SCITT PGCE course.

Reviewed by Trainee Professional Development committee February 2024

Next review date: Spring 2027