



## **Complaints and Appeals Procedure**

### **Appeals against project assessments or examination results**

- OTHM will not normally enter into correspondence with individual candidates. It is the responsibility of the study centre/college to issue the OTHM 'transcripts' directly to their OTHM students and to administer any appeal on behalf of candidates.
- Appeals must be submitted within 2 weeks of the release of the examination results.

In the first instance, candidates should raise and discuss their concerns with their study centre and every effort should be made to resolve those concerns at this point. If a student wishes to continue with an appeal, the following should take place:

1. An 'OTHM Appeals Application Form' should be downloaded from Student Area of the OTHM website.
2. The form should be completed by the student and authorised by their study centre/college.
3. The Appeals Application Form should then be submitted to OTHM with the relevant payment (as stated on the Appeals Application Form) and marked for the attention of Maria Waters, Examinations Officer. The envelope should be clearly marked 'Appeal'.
4. Payment may be made either by postal order, cheque (payable to 'OTHM'), or via debit or credit card directly to OTHM.
5. Upon receipt of the Appeal Application Form at OTHM, the appeal request is logged by Maria Waters, the Examinations Officer.
6. The original Examination Answer booklet is then despatched to OTHM's External Moderator for re-marking. An electronic Appeal Feedback Form is also completed by the External Moderator giving guidelines on how well or poorly a candidate answered each of their examination questions.
7. Once completed, the students' Examination Answer booklet is then forwarded to OTHM's External Adjudicator for quality assurance checks and further comment.
8. A copy of the completed Appeal Feedback Form is then sent to the students study centre.
9. **This appeal result is final.**
10. The completed Appeal Feedback Form also contains a section entitled 'Guidance for future success', allowing the students to have feedback from both the External Moderator and External Adjudicator on how they may improve their answer and grades in future.

### **Complaints Procedure**

- Complaints outside of examination appeals should be made in writing to OTHM's Director of Education. It should be noted that if the complaint is from an OTHM student, his/her study centre should be made aware of the nature of the complaint.
- The complaint will be acknowledged and confirmed that the matter is now under investigation.
- When OTHM's investigations have been completed, The Director of Education will issue his findings to the study centre for communication to the student who issued the original complaint.