

## **Assessment Centre Complaints Policy**

Assessment Centre Cardiff Metropolitan University operates as a university sub-unit and as such must comply with all university policies. Complaints are handled in accordance with the Cardiff Metropolitan University Complaints' Policy which requires complainants to follow in the first instance the informal complaints route.

Should any student be dissatisfied with their dealings with the Assessment Centre, including the nature of any support recommendations made, they should try to resolve this with their Assessor initially and then the Learning Support Manager. The Assessment Centre can be contacted via email, phone or in person although details of any formal complaint will be required in writing. Any contact with the Assessment Centre will be acknowledged within 1 working day and it is intended that a full response is provided in writing within 10 working days.

All complaints will be dealt with in a professional and non-confrontational manner. Informal complaints should be directed to the Learning Support Manager . Should this not result in a satisfactory outcome the complainant is required to pursue the formal route and the complaint will be investigated by an independent university manager. Further details including stages in the complaints process, how responses will be issued, time scales and further routes for escalation if required can be found in the University Complaints Policy.

The full University Complaints Policy can be found here:

<http://www.cardiffmet.ac.uk/study/student-services/Pages/Complaints.aspx>

