



Policy for Compliance with Ofqual's Appeals and Complaints Process

AOC will comply with the requirements of any appeals and complaints process established by Ofqual in the form in which it may be published by Ofqual and revised from time to time.

AOC will give due regard to the outcome of any such appeals or complaints process in relation to a qualification which it makes available.

Where the application of any such appeals or complaints process in the case of a Learner leads AOC to discover a failure in its assessment process, it must take all reasonable steps to –

- a) identify any other Learner who has been affected by that failure,
- b) correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure, and
- c) ensure that the failure does not recur in the future.

Where Ofqual notifies AOC of failures that have been discovered in the assessment process of another awarding organisation, the AOC will review whether or not a similar failure could affect its own assessment process.

Where, following a review, the AOC identifies such a potential failure, it must take the same action as if a failure has been discovered in relation to it by virtue of the application of Ofqual's appeals and complaints process.