

## **ACADEMIC COMPLAINTS PROCEDURE**

As a student, if you are not satisfied with your course you should in the first instance discuss the matter with your tutor. If this does not resolve the matter you should write to the Academic Site Manager or a senior member of staff. A reply will be given within ten working days. If your complaint is rejected the reason will be given.

If you are still dissatisfied you should write to the Principal giving full details of your complaint. She, or her nominated deputy, will consider the matter in detail and a reply will be sent to you. As a last resort you can complain to the Chair of the Governing Body of Coleg Harlech WEA(N) and ultimately DELs (Department of Education and Lifelong Learning, Welsh Assembly).

### *University of Wales Foundation Certificate*

The University of Wales has established appeals procedures for candidates for University examinations including students being examined for the Foundation Certificate. Any appeal against an examination should be sent in full, in writing to the University Registrar and must reach him no later than ten days after dispatch to the candidate of the verification of his /her results. The University is only prepared to consider appeals which are based on one or both of the following grounds:

1. Defects or irregularities in the conduct of the examinations or in written instructions or advice relating thereto when such defects, irregularities or advice can be shown to have had an adverse effect on the candidate's performance.
2. Exceptional personal circumstances which were not known to the Examining Board when the candidate was assessed and which can be shown to have had an adverse effect on the candidate's performance.

Full details of the University of Wales Verification and Appeals Procedure is available from the Director of Finance & Administration.