



THE MONTESSORI PARTNERSHIP

COMPLAINTS AND APPEALS PROCEDURES

The Montessori Partnership wants all its students to have an enjoyable and successful learning experience, but sometimes difficulties arise which need to be resolved. We undertake to listen carefully to the issues raised, and to deal with them promptly and fairly. We have a process in place whereby complaints and appeals are monitored so that measures can be taken to prevent issues recurring.

Should a problem arise between student and tutor or assessor, the following procedure should be followed:

- The student should communicate with the tutor or assessor to discuss the issue.
- Should it remain unresolved, or in the case of any other complaint against the Montessori Partnership, the complainant should address the problem by writing to the Director of the Montessori Partnership, who will respond in writing.
- Should the issue still remain unresolved the student or complainant should appeal to the Montessori Partnership Appeal Panel, consisting of the external examiner, a member of the Assessment Board, and one other early years professional unconnected with the Montessori Partnership. The appeal will be scrutinised by the Panel, and when all the circumstances have been considered a decision will be made which is binding. The complainant will be informed of the decision in writing.

The Appeal Panel's decision is final.

Please note: There is no appeal against an academic decision by the Montessori Partnership, but appeal is possible on the grounds of material irregularity. If you wish to appeal against a particular examination or assessment procedure or procedures you should proceed as described above.

If your complaint relates to the LAO Level 3 Diploma in Early Learning and Childcare and you remain dissatisfied after having exhausted the complaints and appeals procedure outlined above you can appeal directly to Innovate Awarding.

MONITORING PROCEDURES

The Director conducts an annual review of complaints and appeals and submits a report to the Assessment Board.