Student Complaints and Appeals Policy

This policy explains how to raise a concern about IJF Academy services or challenge an Academy decision. It applies across programmes, online study, assessments, practical sessions and placements. The submission route and appeal decision follow the Student Handbook, particularly its section on Complaint, Appeal and Procedure.

What you can raise

A **complaint** expresses concern about an Academy service, treatment or the handling of a matter. Examples include teaching delivery, administration, access to learning, support, fees or staff conduct.

An **appeal** asks the Academy to review a decision affecting you. The Handbook allows students to challenge Academy decisions, including test results, assignments and practical scores. If your concern involves both a service problem and a decision, explain both in your message.

How to submit

Use Contact Us on the Academy website. In the **Select topic** menu, choose **“Complain”** or **“Appeal”** and provide a detailed description. Write in English and include your **name, country, programme and request**, as required by the Handbook.

To make the issue clear, also explain:

- The event or decision you are questioning, the relevant module or activity, and when it happened or was communicated to you.
- Why you are concerned and how it affects you. Refer to the relevant Handbook provision, assessment criterion or information where helpful.
- Any relevant messages, results or other evidence you already have, and the explanation, correction or other solution you are seeking.

Keep a copy of your submission. If you cannot use the form or need help explaining the issue, contact **academy@ijf.org** or ask your tutor for assistance. External social-media messages are not the Academy’s formal contact route.

Explaining an academic appeal

For example, you may identify a missing or incorrectly recorded result, a calculation error, an assessment requirement that appears to have been applied incorrectly, relevant information that was overlooked, or a concern about bias or unequal treatment. Explain how it could have affected the decision. These examples help you describe an appeal; they do not restrict the Handbook’s right to challenge Academy decisions.

If you first want clarification

For study guidance, contact your tutor through the platform forum, chat or tutor email. For missing results or questions about your record, email **academy@ijf.org**. Seeking clarification is optional; you may use the complaint or appeal route directly. Keep personal or sensitive concerns out of public discussions.

Consideration and support

How your concern is considered

Your submission should be considered fairly against the relevant published programme requirements, assessment criteria and available evidence. Explain any error, information or circumstances you believe should be considered. If you are concerned about a conflict of interest, identify it in your submission or follow-up.

Under the Handbook, the **Head of Institution** handles the appeal and communicates the final decision to you. You should receive an explanation of the outcome and any action affecting your studies. Ask for clarification through Contact Us if the decision or its practical effect is unclear.

Possible outcomes

A complaint or appeal may be upheld, partly upheld or rejected. Depending on the issue, the outcome may include an explanation, correction of a record or error, reconsideration of an assessment or decision, or action to address a service or support problem. Any remedy must follow the applicable programme rules and preserve the required learning outcomes.

Submitting a complaint or appeal does not itself change your result, assessment attempts, access or programme requirements. Continue to follow the Handbook and any individual instructions confirmed by the Academy. If the matter affects an upcoming assessment or your ability to participate, explain this in your message and ask for guidance.

Support and fair treatment

You may ask for help with communication, an accessible format or support with a barrier to participation under the Equality Inclusion and Reasonable Adjustments Policy. You may also ask a trusted person to help you prepare your account. Explain any safe-contact needs when contacting the Academy.

Raising a concern in good faith must not lead to retaliation or academic disadvantage. An unsuccessful complaint or appeal does not itself show bad faith. Keep your account factual and respectful, distinguish what you know from what you believe, and provide relevant information honestly.

Your privacy

Share only information relevant to the issue and ask how to provide sensitive evidence securely. Case information must be handled under the Privacy and Data Protection Policy, which identifies GC Academy Limited as the data controller. Information may need to be shared where necessary and lawful for a fair review, protection or legal obligations; absolute confidentiality cannot be promised.

Safety concerns and external routes

For harassment, abuse or a concern that makes an Academy contact unsafe, use the Safeguarding Policy and Reporting Procedure. If someone is in immediate danger, contact the local emergency services first.

You may raise provider-compliance concerns through MFHEA Compliance. MFHEA determines matters within its remit; this is separate from the Academy's academic appeal route. Data-protection and other statutory complaint rights remain available.

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