

Grievance Procedure

The Elh teacher training centre takes all grievances seriously in compliance with local regulations and in keeping with the Cambridge English Centre Agreement. Candidates are reminded that if they experience problems outside the expected level of stress and the factors they accepted in signing the Candidate Agreement; or if they feel they have a justifiable complaint about the delivery of the course, their grading, or have been subject to any appropriate behavior on part of staff, students or other course participants, they should follow the process below:

- If the issue is with a particular individual (including a Tutor) in order to ensure that the issue is given due attention, the candidate should first discuss the issue with the relevant individual.
- If the issue needs to be taken further, the candidate can discuss this with the Main Course Tutor to discuss the problem at a private discussion.
- At the meeting, the candidate should state clearly the grounds for his or her issue and after discussion, whether or not the candidate wants to move forward with a more formal complaint or not. The Main Course Tutor will, with the candidate, decide on a path of action to address the area of difficulty to their mutual satisfaction. If necessary, a follow-up meeting will be scheduled.
- The candidate then (or alternatively) has the right to request a meeting with the Director Elh to discuss the matter further.
- Finally, if the issue cannot be resolved satisfactorily at this level, the candidate has the right to raise the issue directly with the Cambridge Assessor during their moderation visit an/or can request that the complaint be forwarded to *Cambridge* by the Centre. The Centre will provide the documentation for this. The Centre is bound under the terms of the Course Provision Agreement to adhere to this request.
- Should the candidate not be able to manage the grievance internally for any reason, they should then address the complaint directly to *Cambridge* in writing to the following address. (Please note that candidates are normally expected to try and resolve the issue internally before escalating to *Cambridge*.)

*Director of Assessment, Main Suite and Teaching Awards
Syndicate Buildings
University of Cambridge English
1 Hills Road
Cambridge
CB1 2EU*

- All issues resulting from unfair assessment and final grading will be dealt with by *Cambridge* directly within the timeframes specified. Information about this will be provided to candidates at the end of their course, or can be requested directly from *Cambridge English*.

I have read and accept the above:

Signed:

Date: