



Appeals Policy and Procedure

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1. Purpose & Scope

Uniplural Academy aims to provide a harmonious environment where every individual is able to reach own potential through collaboration, communication and service. Therefore, the institution adopts a zero-tolerance policy with respect to aggressive behaviour, harassment, abuse, discrimination or unfair treatment.

2. Policy Objective

This policy aims to create solid integral values that revolve around inclusion, diversity and empathy within all members that form the institution.

Moreover, the Academy aims to achieve an environment where students are able to voice their concerns since it is the institution's belief that through such instance the Academy can develop to further service its users and therefore the end-users.

This policy aims to support students in achieving the best academic experience by creating an environment that allow space for students to:

- Appeal any grades or certification awarded.
- Resolve any concerns that they may have with academic staff or anything related to their academic journey.
- Resolve any disputes that may arise between other students or academic staff.

3. Policy Framework

Students who wish to share a concern about the service given by the Academy are always welcome to set an appointment with the Administration Manager for discussion. The institution adopts an open door policy however, should the student prefer to log a formal complaint, then the below procedure is to be followed:

1. A written email with all case details is requested to be sent to the Administration on info@unipluralacademy.com
2. The Administration Manager is the first point of contact where the case is received and is acknowledged
3. Where cases are escalated for discussion, this is taken in front of the Head of Institution to ensure no bias approach is taken.

4. The Head of Institution holds the right to involve any subject experts to assist with cases.
5. Students will receive a written outcome about their complaint within 8 business days.

All complaint cases logged as outlined in this policy are treated with utmost confidentiality and at no point will affect the student journey if the student is still on-going with studies.

Students who would have completed their academic journey, that is, they would have already received all the final grades and respective certification, have a thirty-day window to log any complaints.

4. Appeals

Should the student be not in agreement with the decision taken, then the student is requested to write a formal letter to the Quality Assurance Committee via the following email address: studentsupport@uniplural.com

The Committee will be informed and will further investigate the case. The Quality Assurance Committee is formed by the Head of Institution and other members as prescribed by the Quality Assurance Committee Statute. Each member has the function to oversee how the policies and procedures of the institution were applied in relation to the case presented.

A student must first exhaust the remedy provided under Section 3 of this policy before availing the remedy available under this section.

Outcomes from the Quality Assurance Committee are presented to the appellant via a formal written reply which is further discussed over a set meeting with the student.