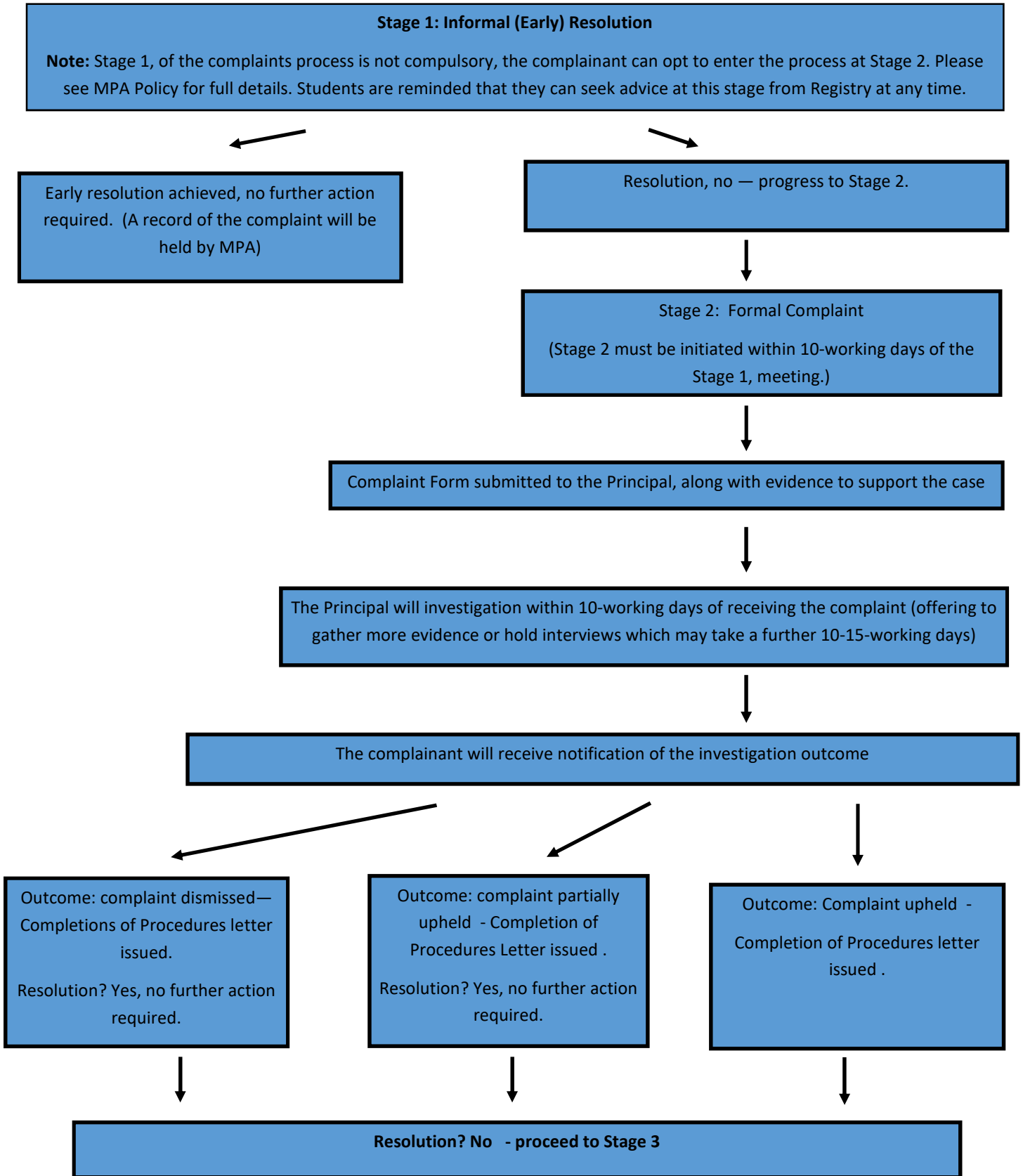


Complaints flow Chart



Stage 3: Formal Appeal

The request for a formal review of the case must be made within 10-working days of the complainant being notified of the outcome of the Stage 2 investigation.

Submit the complaint form, along with evidence (if any), directly to the Head of Academic Quality & Curriculum (HOAQC). A Senior member of Staff will join with the HOAQC to investigate within 20-working days.

Complaint dismissed - Completion of Procedures letter will be issued.

The complaint is considered to need a further hearing to gather more evidence from either/ both parties involved.

The hearing will take place

Within 15-working days, the complainant will be notified of the outcome.

Resolution, **no** - Progress to Stage 4, External Oversight. Completion of Procedures letter will be issued. This will complete MPA's internal procedures.

Resolution, **yes** - Completion of Procedures letter will be issued.

If the complainant is still dissatisfied and the complainant has exhausted MPA's internal procedures they are entitled to raise their complaint directly with the relevant Awarding Partner and/or lodge an external complaint with the Office of the Independent Adjudicator (OIA). **Further information is available on the OIA's website in regard to process and eligibility rules.**