

## Complaints Procedure

If you are not completely satisfied with the service you have received from Professional Accountancy Tutors and feel there is something that should be investigated, please let us know as soon as possible.

The following procedure will allow us to investigate and resolve complaints about our service.

We aim to respond within the timescales given at each step of the procedure.

### Step 1:

If you have an issue connected with your course, we suggest that you speak to one of the following:

- The person directly involved
- Your lecturer
- The course leader
- PAT partner.

If the issue is not course related, we suggest that you speak to one of the following:

- The person directly involved
- PAT partner.

### Step 2:

If the matter is not dealt with to your satisfaction in step 1, or if you prefer not to speak to any of the people mentioned above, you may decide to make a formal complaint. This must be done in writing.

On receipt of a formal complaint PAT will acknowledge your complaint within 3 working days and arrange for an investigation to be carried out.

You will receive a written response informing you of the outcome of the investigation at step 2 within 7 working days of the written acknowledgement.

### Step 3:

If you are not satisfied with the response at stage 2 you may request the complaint to be progressed to stage 3 of the Complaints procedure. To do this you must contact the college within 7 working days of the date of our response at stage 2.

We will acknowledge your dissatisfaction within 3 working days and arrange for your complaint to be reviewed by a Complaint Review Panel made up of a student representative, a PAT Senior Partner, Barry Ford and the AAT course Leader within 7 working days from the date of our acknowledgement. You may be accompanied by anybody of your choice to the Review Panel.

You will normally receive a written response from the panel notifying you of the outcome of the review within 3 working days.

If your complaint concerns AAT assessment, and you are not satisfied with the outcome of the review, you must notify us in writing within 5 working days.

We will then refer the matter to an AAT External Verifier whose decision will be final.

## **Malpractice**

As an accredited AAT training provider, Professional accountancy Tutors has a responsibility to ensure that policies and procedures are in place to prevent malpractice or maladministration in the delivery or award of the AAT qualification.

### **What is malpractice?**

Malpractice refers to any deliberate action that could compromise:

- the assessment process,
- the integrity of the AAT qualification,
- The validity of a result or certificate
- The reputation and credibility of AAT
- The qualification or the wider qualifications community.

### **Examples of malpractice:**

#### **Students may be guilty of malpractice if they:**

- Copy from other candidates
- Plagiarise material
- Take unauthorised material into an examination room
- Breach invigilator instructions for the conduct of assessments
- Impersonate other candidates or allow themselves to be impersonated, for the taking of controlled assessments or examinations.

Any suspicion of malpractice will be investigated by the Head of Centre and reported to the AAT.

The AAT may then decide to:

- Take no further action
- Make a decision on the case in accordance with AAT regulations
- Investigate the matter further.

All investigations will be undertaken in a fair, reasonable and legal manner ensuring that all evidence is considered without bias.

Where malpractice is proven against an individual, this may result in the withdrawal of student membership.

