



# GRIEVANCES RESOLUTION PROCESS

## Certificate in English Language Teaching to Adults

### English Language Centre's Internal Complaints Procedure

#### During the Course:

Candidates are encouraged to discuss any issues or concerns with the course tutors. If needed, or where the candidates are not satisfied with the outcome of this discussion, they can make an appointment with the Education Program Manager: TESOL/EAL. If candidates feel that the matter still remains unresolved, they should arrange to see the Manager Learning & Teaching, English Language Centre.

#### At the end of the Course:

##### Results Query

Where candidates wish to query the grade recommended by The University of Adelaide's English Language Centre, they must, in the first instance, put their query in writing to the Manager Learning & Teaching, English Language Centre. All grades remain provisional until confirmed and verified by Cambridge English and a Joint Chief Assessor at grade review.

##### Course Provision

Candidates who consider that the course has not been run in accordance with the conditions stipulated by Cambridge English should write to the Manager Learning & Teaching, English Language Centre.

##### Cambridge English Appeals Procedure

If the candidate has been through all stages of the English Language Centre's Internal Complaints Procedure and remains dissatisfied with the response regarding course provision and/or unhappy with their final result once it is confirmed by Cambridge English, they may make an appeal to Cambridge English. The candidate should request the Cambridge English Teaching Qualifications Stage One Appeal Form from The English Language Centre. The candidate must complete this form and submit it to The English Language Centre, who forwards it to Cambridge English on their behalf.

A Chief Assessor at Cambridge English Language Assessment and an independent reviewer will review the matter, and the candidate and The English Language Centre will be advised of the outcome.

For more information on the Cambridge English appeals procedure, refer to 'Cambridge English Appeals Procedure' on pages 4-5 of the CELTA 5 Candidate Record Booklet.

## Timeframe for Appeals and Complaints

Complaints and appeals must be made to Cambridge English within two weeks of candidates receiving their final result.

### Grievance Procedure Flow Diagram

