

Maple STC - Appeals Policy

At Maple STC, we are committed to fairness, transparency, and academic integrity. Our Appeals Policy ensures that students have a formal process to challenge decisions they believe were made in error or without due consideration.

1. Purpose

This policy provides a structured and fair procedure for students who wish to appeal academic decisions, disciplinary actions, or outcomes of complaints.

2. What Can Be Appealed

Students may submit an appeal in response to:

- Assessment or grading decisions
- Academic progression or qualification outcome
- Disciplinary actions or penalties
- Outcomes of formal complaints
- Withdrawal or dismissal decisions

Appeals must be based on specific grounds, such as:

- Procedural error
- Bias or unfair treatment
- New evidence not previously considered
- Misapplication or misinterpretation of policies

3. Appeal Submission Procedure

All appeals must be submitted in writing within **5 working days** of receiving the original decision.

Appeals must include:

- Student's full name and program
- A copy of the decision being appealed
- A clear explanation of the grounds for appeal
- Any supporting evidence or documentation

Send appeals to:

Email: management@maplestc.com

Phone support: **+84 (0) 89 9166 156** (for guidance only – written appeal still required)

4. Appeals Process

- **Acknowledgment:** The appeal will be acknowledged within **3 working days** of submission.

- **Review:** A senior staff member or appeals panel (not involved in the original decision) will review the case.
- **Response:** A formal response will be issued within **10 working days**. If further time is needed, the student will be notified.
- **Final Decision:** The decision of the appeals panel is final and binding.

5. Confidentiality and Fair Handling

All appeals will be treated confidentially and impartially. No student will face penalties or retaliation for submitting an appeal in good faith.

6. External Review

If the student remains dissatisfied after the appeal decision and believes that due process was not followed, they may request a further review through relevant awarding bodies (e.g., ABE) according to their guidelines.

We are committed to ensuring that all students are treated fairly and that all decisions are made with integrity and transparency.