

TRANSCRIPT 6

“COMPLAINTS & APPEALS”

FADE IN:

JUDY is on her mobile phone calling JOHN. We see them in a split screen.

“Ring ring”

JOHN

Hello

JUDY

Hey John, Judy here, can you talk now?

JOHN

Sure, what’s the problem?

JUDY

I failed the main assignment for my course, remember the one I spent so much time on a few weeks back?

JOHN

Oh, that’s terrible; does that mean you have failed that subject?

JUDY

I don’t know yet, I’m really worried I might have to repeat the subject.

JOHN

So did you speak to your lecturer? Maybe you can have the assignment remarked.

JUDY

Yes, I went to see her straight away, and she said that the mark was final.

JOHN

Why don’t you check with your **student contact officer**?

Later that week - “ring ring”

JOHN

Hello, John speaking.

JUDY

Hi, it’s me - well I took your advice. I went to see

the student contact officer and he said to talk with the **course coordinator**, and if that doesn't work there are **appeals and complaints processes**.

JOHN

Good. Need any help?

JUDY

Yes, I don't want to talk to him by myself.

JOHN

I think you need help from people who do this stuff all the time. Why don't you take Sara from the **student advocacy** service with you?

JUDY

Good idea, I'll call you back.

The following week - "ring ring"

JOHN

Judy - these calls must be costing you a fortune

JUDY

No, I checked online, found a great phone plan. Now I can talk free to my friends.

JOHN

So I'm obviously one of your chosen friends.

JUDY

You are. I wanted to tell you I went to the course coordinator on Friday.

JOHN

Oh, how did it go?

JUDY

I'm so glad Sara came. I was upset but she spoke calmly with the course coordinator. Anyway he asked me to **write down my concerns** and he said he would make inquiries. So Sara and I wrote the letter, and the course coordinator asked the lecturer to re-mark my assignment.

JOHN

Great!

JUDY

Yes, except the **same** lecturer gave me the **same** mark. I couldn't believe it.

But it says right there in the **policy**...

Policy wording is on screen as she reads it out

“Where the student disagrees with a mark they have the right to appeal and have the paper assessed by another lecturer”

JOHN

So you have a **right to appeal**. The college will have an **independent body** to hear student appeals. It might even be free.

JUDY

OK I will, I really do think I’m right. I’ll let you know how it goes.

A few more days pass and John has not heard from Judy, so he decides to ring her - “ring ring”

JOHN

Judy - I’ve got one of those new phone plans too.

JUDY

Great - do you want to know how the appeal went?

JOHN

Of course!

JUDY

Then check your text messages - I’ve got free SMS too!

John’s message service beeps and we see the text message

“I PASSED !!”

FADE OUT:

THE END