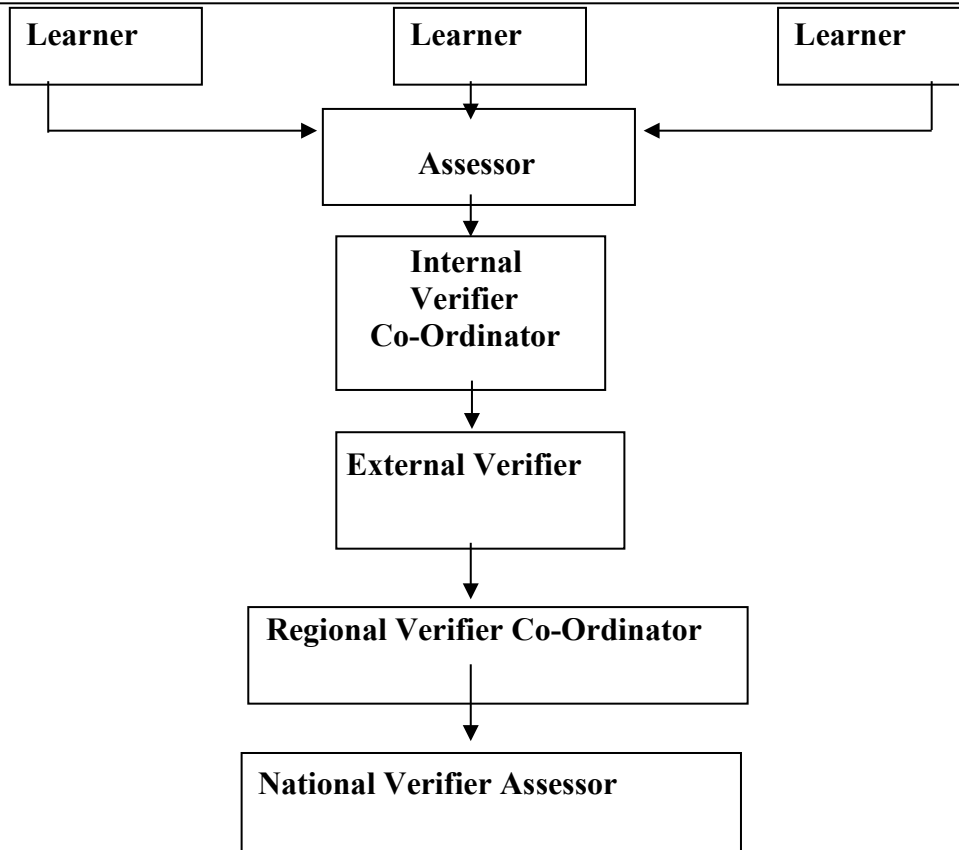


APPEALS/COMPLAINTS PROCEDURE POLICY

The following lines of communication will be actioned should a learner wish to complain about the way an assessment was undertaken, disagrees with the result of an assessment or has a concern about their development towards an award. The Centre Manager will be kept informed at every stage.



1. If a learner has a concern about a decision made by an assessor the first line of appeal is to the Internal Verifier.
2. If a learner is not satisfied with the decision of the Internal Verifier, the learner has a right to request that the External Verifier be asked to moderate.
3. If a learner is dissatisfied with the decision of the External Verifier they can request that the Regional Verifier is called upon to resolve the dispute. However in this instance the cost of taking an appeal to the Regional Verifier would be borne by the learner.
Where an appeal by any learner is upheld, the Centre will refund the costs incurred by the learner.
4. In the event that the appeal concerns a decision made by an Internal Verifier a nominated assessor will act as an intermediary in the first instance through the aforementioned stages.

Banner

APPEALS/COMPLAINTS APPLICATION

Learner's Name Reg No.....

Organisation

Date

Nature of Appeal

.....

Action Required:

.....

.....

Trainer:.....

.....

.....

.....

Assessor:.....

.....

.....

Internal

Verifier:.....

.....

External

Verifier:.....

.....

OUTCOME:.....

.....

.....

.....

Date.....