

APPEALS POLICY

1. OUR POLICY

- a. Our appeals policy is a four-step procedure with each process detailed below. We aim to deal with most complaints at source with the client and should be resolved to a satisfactory standard at step one.
- b. If the complaint is not resolved at step one then it will be escalated to step two and if not resolved again it should be escalated to step three, finally if not resolved at the third step the final stage should be used.

2. STEP ONE

- a. The complaint is raised directly with the assessor conducting the assessment. The trainer/assessor will deal with the complaint at the time that it is raised that is open and transparent.
- b. The usual course of action would be for the candidate to repeat the assessment.

3. STEP TWO

- a. If the candidate is still not happy with the outcome of the second assessment, they should raise this as soon as possible with the Trainer or centre manager. The centre manager can be contacted on the following details:
 - i. Name: Simon Rogers
 - ii. Email: turremedtraining@gmail.com
- b. We will aim to resolve all complaints within 10 working days in writing.

4. STEP THREE

- a. Only if the candidate is still not happy with the outcome from the training centre, then the matter will be referred to either the Company providing the candidate for training or the Awarding Organisation QNUK. The Company will be informed by the Centre manager and will provide a full transparent assessment of the complaint. QNUK may also wish to carry out their own assessment to ensure the standards and practice of assessment has been fair and open. The results of the investigation will be completed within 10 working days and contact with the complainant made to inform the results of their investigation.
- b. Qualifications Network can be contacted by the following:
 - i. Telephone: 020 3795 0559.

5. STEP FOUR

- a. Stage four is the final stage of the appeal, if your appeal has not been resolved, you can take your appeal to Ofqual, CCEA regulation or QiW using their appeals procedure or Ombudsman.

6. CONTACT

- a. You must make us aware of your complaint by letter, phone, or email.
 - i. Office of Qualifications and Examinations Regulation, Earlsdon Park,
53-55 Butts Road, Coventry, CV1 3BH