



**Know Your Potential Consultancy Ltd**

**CANDIDATE ACCESS TO COMPLAINTS  
& APPEALS PROCEDURE**





## CANDIDATE ACCESS TO COMPLAINTS/APEALS PROCEDURE

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<b>Internal Quality Assurer</b> Vanessa Hill	<b>Phone number</b> 07823682907	<b>Email address</b> marnie@kyptraining.com
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### Procedure for appeal against an assessment decision

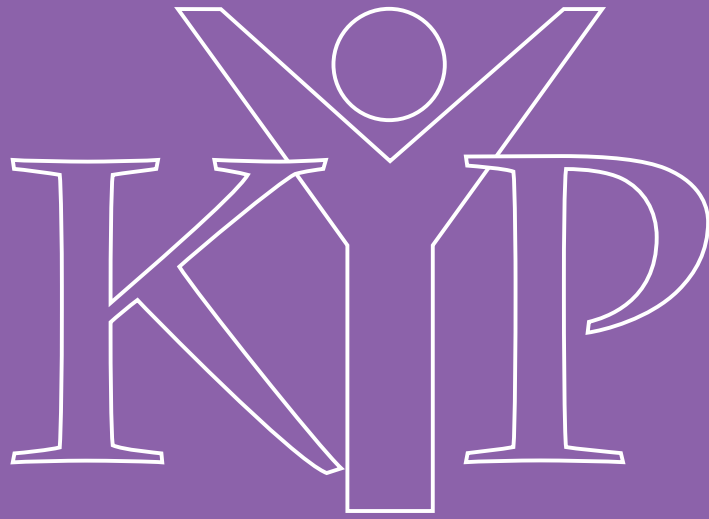
- The assessment has not been properly conducted.
- The candidate disagrees with the Assessor or the Internal Quality Assurer's decision.

If any candidate wishes to appeal against an assessment decision, the procedure as outlined below will be followed:

- The candidate should first discuss the matter with their assessor.
- If the candidate is not satisfied they should discuss the matter with the Internal Quality Assurer.

If the candidate is not satisfied, they should submit an appeal in writing to the Centre Manager. A written confirmation of the receipt of the appeal will be forwarded to the candidate within 21 working days.

- The grounds for the appeal will be investigated by the Centre Manager and the decision will be communicated to the candidate, in writing, within 21 days.
- If the candidate is not satisfied with the outcome of the internal appeals investigation then the awarding body's External Quality Assurer will be contacted and asked to review the findings.
- The candidate will be kept informed of all proceedings.



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