



Know Your Potential Consultancy Ltd

CANDIDATE ACCESS TO COMPLAINTS & APPEALS PROCEDURE



CANDIDATE ACCESS TO COMPLAINTS/APEALS PROCEDURE

Assessor Marnie Poyner	Phone number 07549127202	Email address vanessa@kyptraining.com
Internal Quality Assurer Vanessa Hill	Phone number 07823682907	Email address marnie@kyptraining.com
Centre Manager Jason Carnall	Phone number 03300564457	Email address jason@kyptraining.com
External Quality Assurer Trish Jones	Phone number 07859397009	Email address Tj2405@outlook.com

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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