



LEARNER ACCESS TO COMPLAINTS/APEALS PROCESS

Complaints

If you are not satisfied with the way your assessment is progressing or being conducted, or anything impacting on your learner journey you should firstly **let your teacher know**. If there is no improvement, **discuss it with Pastoral Lead** and if you feel it is still necessary, **complete your complaint in writing. You should give it to the Centre Manager**. If, after hearing the result of your complaint, you are **still dissatisfied you can appeal against the outcome**.

Appeal

Request the required form from your teacher, deleting Complaints. After your appeal has been heard you will be informed by the Centre Manager of the outcome. In very rare cases, where you believe your assessment centre has not dealt appropriately with your appeal, **you may bring the matter to the attention of the Awarding Body via your Regional Office**. Do however remember that each EQA-External Verifier visit the centre has to discuss any complaints / appeals they are dealing with so they may be well have already received advice on this matter.

TeacherPhone.....

Internal Quality Auditor.....Phone.....

Centre Manager.....Phone.....

External Quality Advisor.....Phone.....

Learner Name.....Signature.....Date.....