

Complaint Procedure

Summary of Candidate's Access to Complaints/Appeals

Candidate Name:

Assessment Centre Name

1. My Assessment Centre Number is:

2. My Tutor is:

Telephone:

Email:

3. My IQA is:

Telephone:

Email:

4. The Lead IQA is:

5. The Centre Manager is

6. The Assessments Centre's External Verifier is

7. My Awarding Body is...and they can be contacted by:

Telephone:

Email:

If I am unhappy about my assessment process these are the people to whom I can complain.

Please sign this form with your tutor as evidence that the appeals process has been explained to you and to indicate that you have received and understood how to use the Complaints/Appeals Procedure.

Candidates Signature:

Date:

Formal Complaint Form

It is assumed that in making a formal complaint you will first have taken your complaint through the informal stage.

By submitting a complaint, a learner should understand that JS Consult Limited will itself need to gather information about the matters raised, and that this information may include sensitive personal details.

This form is for use by any learner of xxx any learner applicant, or by a group of learners acting collectively, provided all named individuals have signed up to it. Please be aware that xxx takes a strong view about complaints which it finds to be frivolous, vexatious or malicious. Anonymous complaints will only exceptionally be considered.

Name of complainant (your name)			
Employer			
Address for correspondence			
Email address			
Contact telephone number		Date of complaint submission	

Please provide details of:

1. The background to your complaint, including stating the relevant facts and events involved chronologically, together with relevant dates.
2. The issue(s) which you wish to be considered.
If you have several issues, please list these, and provide details of each separately.

The History of your Complaint at the Informal Stage

Please provide details of how you have raised these concerns so far including:

- a) A description of the steps you have taken to resolve this matter informally, for example by raising it with the relevant staff
- b) Details and names of the people with whom you have raised this complaint informally, e.g. your employer or Tutor.
- c) The outcome of the complaint at the informal stage
- d) The reasons why you feel that your complaint remains unresolved.

Additional documents

Please list any additional documents or other evidence you are submitting in support of your complaint.

Please tell us what resolution you seek and why you believe this remedy is appropriate.

The resolution you seek

Please send your complaint to xxx