

Customer/ Delegate Complaints/ Appeals Procedure

Candidate Complaint/Appeals Procedure

We aim to ensure all awarding body decisions are fair, consistent and based on valid judgments. However, we recognise there may be occasions when you wish to appeal against a decision made.

As a candidate of Ainscough Training Services Ltd you can:

- Dispute the outcome of the training/testing – we will determine whether the test was correctly recorded and processed; and/or
- Dispute a test decision made by your tester – we will re-assess your results to determine if the test was carried out and recorded correctly
- Dispute whether or not your training was delivered thoroughly

Stage 1

- Complete and send this application form to our Centre Manager
- It must be received within 10 working days from the date you consider you had cause to appeal i.e. within 10 days from the date of your test
- A member of the management team will undertake a review
- We will send you the result within 10 working days
- If the review decides to alter the result it will be amended and, where appropriate, replacement documentation will be issued without charge
- You have the right to appeal against the outcome of the review
- To do this move to Stage 2.

Stage 2

Stage 2 is only available if you wish to appeal against the outcome of Stage 1.

- Complete and send this application form to our Centre Manager
- It must be received within 20 working days of the date you were notified of the outcome of Stage 1
- Your application will be reviewed within 30 working days by the Centre Manager, the Quality Assurance Manager and 1 independent member
- We will write to you with the decision and the reasons for it within 10 working days of this meeting.
- The centre's decision is final.

Stage 3

If your appeal cannot be resolved through the test centre procedures, you have the right to appeal directly to the Awarding Body.

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This form should be used by a candidate wishing to complain or appeal against the outcome of the training.

Please complete this form in full.

Candidate Name:	
Registration Number:	
Tester/Assessor/Instructor Name:	
Centre Name:	Ainscough Training Services Ltd Excel House, Unit V, Churchill Road, Leyland Business Park, Centurion Way, Leyland, PR25 3GR

Please indicate which stage of the Complaints/appeals process this application relates to:

Stage 1 Stage 2 Stage 2 is only available if you have completed stage 1

What does your appeal relate to? Please tick as appropriate

Theory Element of the Technical Test Practical Element of the Technical Test Portfolio

Instructor

For stage 1:

Please indicate the nature of the appeal including the date and location if it relates to the Technical Test. Please outline or attach supporting evidence.

For stage 2:

Please include, with supporting evidence, the reason for appeal against the decision made by the Centre Manager at stage 1.

Details of your Complaint/appeal

Once completed please send this form to:

FAO The Centre Manager RE Complaints/Appeals

Ainscough Training Services Ltd

Excel House, Unit V, Churchill Road, Leyland Business Park, Centurion Way, Leyland,
PR25 3GR

Or email to clairecritchley@ainscoughtraining.co.uk / 01772 623591

Candidate Signature:

Date:

Telephone Number: