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## Candidate Appeals & Complaints Procedure

### Rationale

All candidates have the right to appeal or complain if they are not happy with the way a National Qualification Framework NQF accredited qualification has been assessed, delivered or awarded. What's the difference between a complaint and an appeal? A complaint is concern about a service, or lack of service, provided by the centre to candidates. An appeal is concern about the assessment decision given by the centre that affects a candidate. Appeals or complaints could be about:

- registration
- assessment
- certification
- equal opportunities
- customer service (this includes administrative procedures)
- quality assurance (this includes moderation and internal and external verification).

### Candidates Appeals and Complaints Procedure

The following steps are to be followed if a Candidate wishes to appeal against an assessment decision or complain because of any equal opportunity issue:

1. a. If any learner wishes to appeal against an assessment decision they must in the first instant report it to their allocated assessor within 5 working days of receiving an assessor decision.
2. If the issue is not resolved within 5 working days from date of complaint then the issue must be referred to the Internal Verifier via the Assessor. Please email [info@anydriver.co.uk](mailto:info@anydriver.co.uk)
3. If the issue is still not resolved then the issue will be referred to an independent Internal Verifier who has occupational knowledge in the area of assessment.
4. The independent Internal Verifiers decision will be final

### Annex

- A. Candidates Appeals and Complaints Form

Annex A

<b>Candidates Appeal and Complaints Form</b> Centre Name	
QCF Title and Level	
Units of Competence	
Date of Assessment Decision	
Equal Opportunities Issue	
Candidate Name	
Assessors Name	
Internal Verifiers Name	
Internal Verifiers Name (Independent)	
Candidates Summary of reason for appeal or complaint (Copy of assessment plan and evidence attached) TO BE COMPLETED BY THE CANDIDATE	
Candidates Signature	Date
Assessors Summary of situation TO BE COMPLETED BY THE ASSESSOR	
Assessors Signature	Date
Internal Verifiers comments TO BE COMPLETED BY THE INTERNAL VERIFIER	
Internal Verifier Signature	Date
Independent Internal Verifiers comments TO BE COMPLETED BY THE INTERNAL VERIFIER	
Independent Internal Verifiers Signature	Date