



Appeals Procedure

TT Company aims to provide the highest standard of training at all times. However, if you feel that an incorrect assessment judgement has been made please follow the steps below.

Step 1 - The learner should discuss the appeal with their assessor and try to reach an agreed solution. If the assessor cannot resolve the situation with a learner or learners directly then the advice of an IQA must be sought by the assessor. If this has not been resolved with the IQA within 7 working days you will need to commence to step 2.

Step 2 - If step 1 has not produced a satisfactory conclusion then you should put the appeal in writing and send it to the complaints department. An appropriate associate will then investigate the matter and the result will be sent to you within 14 days. If the appeal is regarding an associate then Tracey Twist will deal with the appeal. When sending in an appeal please details the steps previously taken, what the issue is, any dates and who has been involved. If the appeal related to Tracey Twist then a suitable independent professional will be appointed.

Step 3 Unresolved appeals can be referred to the Awarding Organisation. You can ask TT Training and Consultancy Company Ltd to inform you of the relevant Awarding Body.

For step 2, you need to address your appeal to

TT Training and Consultancy Company Ltd

Complaints and Appeals

56-58 Abbey Road

Torquay

TQ2 8NB

Date	Summary of Changes	Other Comments
1 st March 2024	None	Revision due 28/2/2025
15 th April 2026	Address changed to 56-58 Abbey Road.	