



### 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  
Orchard Lodge  
Isaacs Road  
Torquay  
Devon  
TQ2 8NB

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Orchard Lodge, Isaacs Road, Torquay, Devon. TQ2 8NB  
Tel: 07976560014 or email: [info@ttcompany.co.uk](mailto:info@ttcompany.co.uk)  
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Date: 1<sup>st</sup> April 2012 Review dates: 7<sup>th</sup> February 2013. 16<sup>th</sup> July 2019.

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