

Chris McAllister Limited

COMPLAINTS AND APPEALS PROCEDURE

1. Any candidate for assessment who wishes to appeal against an assessment decision should raise the matter with their Assessor within one month of the assessment decision, If they remain unhappy they are then entitled to approach the relevant Internal Verifier within a further seven days.
2. Finally, if the appellant remains dissatisfied, a third person shall be involved who will be deemed to be occupationally competent, but has not previously been involved with the candidate or the appeal. The decision of this arbitrator shall be final. An appeals panel shall meet within three months of the original assessment. The appellant shall be advised within 24 hours.
3. The Appeals Panel shall consist of, as a minimum: The candidate and/or his representative, the Internal verifier, and the independent Chairperson. The deliberations of the Panel shall be documented and held on file.
4. Complaints, on whatever grounds, shall be brought to the attention of the Director, and if not resolved amicably to the satisfaction of all parties, some form of arbitration shall be sought.
5. Where a complaint results in some form of legal action, English Law will be invoked in cases where the client is based in England, Wales or Northern Ireland. Scottish Law will be applied to clients based in Scotland.
6. The Director, associates and staff shall be aware of and promote the relevant legislation, statutory codes, recommendations and guidelines where appropriate.
7. Any staff member, associate or client who believes that he she has been unfairly treated in any sense associated with this policy, is entitled to raise the matter with the Director.