

## Complaints and Appeals form

| FOR CENTRE USE ONLY |  |
|---------------------|--|
| Date received       |  |
| Reference No.       |  |

Please tick box to indicate the nature of your complaint/appeal

- Complaint/appeal against the centre's delivery of a qualification
- Complaint/appeal against the centre's administration of a qualification

|  |  |
|--|--|
| Name of complainant/appellant                          |  |
| Candidate name (if different to complainant/appellant) |  |

Please state the grounds for your complaint/appeal below:

If your grounds are lengthy, please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say

Your appeal should identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate

If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s)

Complainant/appellant signature:

Date of signature:

This form must be completed in full - an incomplete form will be returned to the complainant/appellant