

### Complaints and Appeals Procedure:

If a candidate wishes to make a complaint or appeal against or about a course assessment, it should in the first instance be addressed to the Principal of SeaRegs in writing or via email.

The Principal will endeavour to respond to the complaint within 10 working days. The Principal will discuss the complaint or appeal with the instructor concerned and, if appropriate, with other instructors who have witnessed the assessment. Every effort will be made by the Principal to resolve any complaints as quickly as possible.

The Principal will then either inform the complainant that the assessment has been fairly and correctly carried out, or arrange for another assessment to be carried out by a different instructor.

If the complainant is dissatisfied with the decision of the Principal, he or she may appeal in writing to the relevant external body within 10 days of receiving the decision.

The letter of appeal should contain full details of the assessment, when where, involving whom etc, the nature of the complaint or appeal, copies of any supporting documentation relating to the assessment outcome, action, plans, reports etc and copies of any previous correspondence regarding the complaint.

On receipt of an appeal, an investigative process will commence by the external body. This will include a consultation with those carrying out the original assessments or inspections, and any witnesses or interested parties to the assessment. They will then decide whether the original decision should be reversed, whether the applicant should be offered a further assessment by an external assessor, or whether the result of the original examination should stand