

1. Candidate Complaints/Appeal procedure. (This procedure shall be part of the candidate's briefing).
 - 1.1. In the event of a candidate disagreeing with the recommendation given by an Assessment Centre, the candidate has the right to appeal.
 - 1.2. The candidate may also feel that the way they have been treated has affected their assessment result; again the candidate has the right to appeal.
 - 1.3. If the candidate complains about the way in which they have been treated but does not feel that this has not affected their assessment result, then this is a straight forward complaint.
 - 1.4. In all cases of appeal or complaint, the first line of investigation and resolution of the situation shall be via the Assessment Centre personnel, but particularly the Management Representative or designated person.
 - 1.5. The Assessment Centre shall resolve the complaint/appeal within 10 working days of receipt of the complaint/appeal.
 - 1.6. Resolved complaints or appeals shall be documented and held in the Complaints File for inspection at the External Audit.
 - 1.7. Should the complaint or appeal not be resolved the Management Representative shall ensure that the details and relevant documentation are submitted to the BPEC Certification Ltd. Business Area Manager.
 - 1.8. The complaint report should include reference to the Assessment Centre, the date, assessment type, assessor and all details of the assessment undertaken. Specific factual objective evidence will be helpful along with any supportive witness statements.
 - 1.9. The candidate must be kept informed of the progress of the complaint / appeal and should he/she wish to contact the BPEC Certification Ltd. Business Area Manager directly he/she should be given the following contact details:
 - 1.10. The Business Area Manager
BPEC Certification Ltd
1 - 2 Mallard Way
Pride Park
Derby
DE24 8GX
 - 1.11. The Business Area Manager, Development Manager or Decision Maker may wish to interview the candidate and others involved to resolve the situation and will, in normal circumstances, communicate the conclusions of the investigation within 30 working days of receipt of the complaint/appeal, to both the Candidate and the Assessment Centre.
 - 1.12. Should the Candidate not accept the decision of the Development Manager or Decision Maker, the BPEC Certification Ltd. Independent Appeals procedure shall be implemented as defined in the BPEC Certification Quality System.