

Complaints and Appeals Procedure

BTP Cumbria will provide fair training and assessment, but you can appeal if you think any part of your training and assessment was unfair.

The procedure you should follow is:

1. Discuss any concerns you have with your Trainer/Assessor.

If you do not receive a satisfactory response within 7 days, then

2. Discuss your concerns with the Internal Quality Assurer

If you do not receive a satisfactory response within a further 7 days, then

3. Contact the Awarding Body

Trainer/Assessor:

Tel:

Internal Quality Assurer: Keith Dymond

Tel: 01229 826262

Awarding Body: NOCN

Tel: 0344 994 4133