

APPEALS PROCESSES

<p>City & Guilds (C&G) AQ1104</p>	<p>It is our aim to treat each case fairly and consistently, however, if you disagree with the decision Alpha Training Safety Solutions has made, you can appeal against it.</p> <p>Alternatively, if you wish to make a complaint about the service, we have given you, you should speak with the Customer and Training Support Lead or Head of Business Operations and they can advise what you should do.</p> <p>The Appeal As a learner, if you have a complaint with the Accredited Centre you must first raise the matter using the Centre's formal complaints/appeals procedures. If after doing this, you are unhappy with the outcome provided, you may raise the complaint with City & Guilds, remembering to send copies of all correspondence between the learners and Centre relating to the complaint.</p> <p>As a learner you must ensure you provide your enrolment number (if known), your date of birth and details of the Accredited Centre (including the centre number if known).</p> <p>In the first instance, please email feedbackandcomplaints@cityandguilds.com or alternatively, please write to:</p> <p style="padding-left: 40px;">Feedback and Complaints team City & Guilds 1 Giltspur Street London EC1A 9DD</p> <p>For more information on Appeals, please refer to the <i>Appeals</i> section of the City & Guilds website.</p>
<p>Alpha Training Safety Solutions Ltd (ATSS) / IOSH</p>	<p>It is our aim to treat each case fairly and consistently. However, if you disagree with a decision we have made, you can appeal against that decision. If you want to complain about the service, we have given you, you should speak to our Customer and Training Support Lead in the first instance who will escalate to our Head of Business Operations.</p>
<p>Qualsafe</p>	<p>The Appeal – Stage 1 <i>Examination results</i> - If you want us to look at your examination result, you should write to us by email or letter. You should do this as soon as possible so we can go look into your case. If we agree with you, we will complete an appeal form and send it to Qualsafe on your behalf.</p> <p>However, if you want to write to Qualsafe directly you will need to complete an Appeals Form and email this to Qualsafe. (appeals@qualsafeawards.org).</p> <p>You can get this from Qualsafe website You should send the completed form to Qualsafe within 20 working days from receipt of the Centre appeal decision or other situation giving rise to the appeal.</p>

Signed:



Shaun Jackaman, Managing Director