

Appeals & Complaints Policy Statement

Pendersons Ltd will ensure that all candidates on a training course or undergoing an assessment of competency shall be able to appeal against an assessment decision and able to register a complaint should the need arise.

Pendersons will achieve this by ensuring all candidates are made aware of our Appeals & Complaints Policy. This explains how to make a formal complaint and the process which is followed

Internal Quality Assurers who are authorised to consider the appeal are:

Education Manager

General Manager

Appeals are to be marked as so and sent to:

Pendersons Ltd
Pendersons House
Pleasant Street
Burslem
Stoke on Trent
ST6 3DL

Tel: 01782 832090

- The Director or Compliance Manager will appoint the Internal Quality Assurers or a nominated person to review the appeal or complaint in detail.
- All complaints received will be treated as serious and dealt with in accordance with our Quality Management System, following our non-conformance and corrective action procedures.
- Within 5 days the Internal Quality Assurer will complete their review and inform the candidate of their decision in writing.
- If the candidate is still not satisfied with the decision, they should contact the Directors who will then form an appeals panel within 14 days.
- The appeals panel will be formed comprising of an External Quality Assurer and the original Director or Compliance Manager. They will speak to the candidate and the Assessor and inform them of the results.
- Where the decision is to re assess the candidate, a different Assessor will be used.



Mark Pender
Company Director

Review due by 15th January 2021