

# S.W.A.A.T

(SOUTH WEST ASSESSMENT AND TRAINING)



LISKEARD BUSINESS PARK,  
1, QUIMPERLE ROAD,  
LISKEARD,  
CORNWALL.  
PL14 3US  
PHONE: 01579 348544  
FAX: 01579 340555  
EMAIL: [SWAAT@BTCONNECT.COM](mailto:SWAAT@BTCONNECT.COM)  
WORLD WEB: [WWW.SWAAT.CO.UK](http://WWW.SWAAT.CO.UK)

## Candidate Complaints/Appeal Procedure

Should a candidate wish to appeal against the recommendation given by our Assessment Centre or complain of any circumstance involving the assessment, the candidate should in the initial stages, confirm and discuss all concerns/complaints with the Assessment Centre manager, Mike Kent. Should this not resolve the situation, the following actions should be taken:

1. Report the detail of the complaint/appeal to the awarding certification body.
2. 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 may be helpful and any supportive witness statements may be used.
3. The Assessment Centre will provide any documentary evidence requested and this shall be included in the report.
4. Any other supportive evidence may be produced and will be taken into account.
5. The Certification Manager or the designated person may wish to interview the candidate and others to verify the situation and will communicate the conclusions of the investigation within ten working days of receipt, to both the Candidate and the Assessment Centre. Should the candidate disagree with the conclusions reached, the awarding certification body's formal independent appeals procedure shall be implemented and a copy of the appeals procedure issued.