

DSN COMPLAINT/APPEAL PROCEDURE

Complaint Procedure

We hope you enjoy the course and do not have any complaints but if you do: please see below our procedure.

If you are not satisfied with any conduct and it is necessary to go through our **appeals** procedure, the process is:

Appeal Procedure:

Students may wish to receive support in making an appeal (eg writer or interpreter). This support is available by speaking to your Internal Verifier.

Purpose:

To provide a structure for a student to appeal.

Note:

Where external bodies specify an appeals procedure, this will take precedence over the DSN procedure. Otherwise, the following procedure will apply.

The procedure is authorised by the Executive Management Team in DSN.

Procedure:

Responsibility	Task	Requirements/Standards
Candidate	Discuss complaint in first instance with your tutor	
Tutor	Review complaint, consulting as necessary with colleagues	Respond within 14 days
Candidate	If not satisfied, discuss complaint with <i>incus</i> Training department	
Brian Cadwallader <i>Incus</i> Training Manager	Investigate, consulting as necessary with colleagues	Respond within 14 days on Assessment Appeal form
Candidate	If not satisfied write formally to Gill Reeder, Executive –Operations: greeder@dsonline.co.uk	
Gill Reeder Executive - Operations	Respond to candidate within 5 working days	
Candidate	Candidates who are dissatisfied with this process may, if they wish contact the awarding body	