



## APPEALS POLICY

### **Stage 1**

If you have an issue or complaint please speak to the course tutor in the first instance.

### **Stage 2**

If the issue cannot be resolved at this stage, please contact Nick Heins at STB LTD within 7 days of the end of the course. He will investigate the issue thoroughly and propose any actions.

### **Stage 3**

If you are not satisfied, the matter can be referred to our external verifier at the relevant Awarding Body concerned within 5 days of the stage 2 process.

### **Stage 4**

Access to the appeals procedures of the Awarding Body concerned.

**SIMPLY THE BEST TRAINING CONSULTANCY LTD  
APPEALS FORM**

<b>Name of Course / Qualification:</b>	
<b>Your Name:</b>	
<b>Tutor:</b>	
<b>Date of Course:</b>	
<b>Reasons for Appeal:</b>	
<b>Signed:</b>	<b>Date:</b>
<b>Our Response:</b>	
<b>Signed:</b>	<b>Date:</b>
[Nick Heins on behalf if STB Ltd]	
<b>Further Action:</b>	