There are 3 stages in the appeals procedure and each stage must be fully complete before proceeding to the next one. You are advised to keep copies of all the documents used in the appeals procedure.

**Step 1**

Please raise any concern around our assessment decision within seven days of the assessment date, verbally with your tutor. If they feel a mistake has been made, then they will be able to rectify it quickly, usually on the spot. If this is not possible or you feel that the outcome of your appeal is unsatisfactory, then you can proceed to step 2. The tutor will record the appeal and the outcome reached on an assessment appeal form a copy of which will be given to you.

**Step 2**

You will need to put your appeal in writing within seven days of the decision reached in stage 1. You will also need to send copies of the original piece of work and the original assessment feedback form to us with your appeal. Any expenses incurred will not be met by Devon and Cornwall Counselling Hub. Your appeal, original piece of work and the original assessment feedback form, along with the records completed by your assessor/tutor in stage one will be passed to our internal verifier who will review the decision made in step 1 and notify you in writing within 28 days of the appeal being received by us.

If you are not satisfied with the outcome of this stage, then you can notify the Internal Quality Assurance Officer (IQA), who will move to step 3 of the process. If the Internal verifier is unable to reach a decision, then the process may move to step 3.

**Step 3**

The Internal Quality Assurance Officer will request a meeting of the centre team involved in the assessment of the work. This will take place within 28 days from the IQA referral. The IQA will make you aware of the date of the appeals meeting and explain who will be present.

You can attend the meeting yourself or you can appoint another representative.

Following the meeting the Course Director will confirm in writing the decision of the panel within 5 working days. In addition to this every attempt to provide the decision verbally to you will be made.

Please note that Devon and Cornwall Counselling Hub cannot handle appeals regarding external assessment decisions as these will be handled by the awarding body via their own procedure. However, your appeal against an external assessment decision must be sent to us in writing headed ‘Formal Letter of Appeal’ within 30 days of the results being published by CPCAB.