



Candidate Complaints and Appeals Summary

If you have a dispute arising from any dissatisfaction with the performance of Cotswold Assessments or you wish to appeal against any decision made by the assessor, please read the summary below:

1. **Please discuss** your concerns with the assessor or Cotswold Assessments' administrator.
2. If still not satisfied you can request a full copy of Cotswold Assessments' Complaints and Appeals procedure.
3. Your complaint or appeal must now be lodged in writing. Please complete the **Complaint and Appeals Notification Form (please retain a copy for your own records)** and return it to admin@cotswoldassessments.com.
4. Cotswold Assessments is committed to processing your complaint or appeal and informing you of the outcome within a **maximum of 55 working days**. The actual time will depend on the nature of the complaint or appeal. All maximum timelines are explained in the full Complaints and Appeals procedure.
5. Charges for complaints or appeals:
There may be a charge for processing complaints or appeals by candidates. You will be informed if a charge will be made before any fees are incurred.
6. If you are still not satisfied with the outcome of your complaint or appeal, you have a second line of recourse to Cotswold Assessments of Directors. This is explained in the full Complaints and Appeals procedure.