

Appeals Procedure

Most of our learners complete their training and assessments successfully, without needing to appeal the decision and we do hope that your experience with us will be a good one! We review all of our policies annually to ensure they are current, fit for purpose and comply with current legislation. All of our policies are available on our website.

All of our instructors and assessors are authorised to act on behalf of Lynher Training during the training / assessment sessions, and will endeavor to meet all your training needs, however, we recognise that occasionally things can go wrong, and we want you to know that we will do our very best to resolve any appeals you might have.

If you are dissatisfied with any aspect of our service, please let us know as soon as possible so that we can resolve the issue. The sooner we are aware of your complaint, the more efficiently we will be able to investigate the issue.

If you cannot resolve your problem with your instructor or assessor, please contact Lynher training and ask to speak to the one of the directors who will investigate your appeal further, and will assist in identifying if any further representation can be made to the appropriate awarding organisations.

You may also contact the awarding organisation directly, at any point, if you feel your appeal is not being dealt with appropriately.

If you want to make your appeal in writing, please send it to:

The Directors
Lynher Training Ltd
Oakleigh House
Hoopers Lane
Gunnislake
Cornwall
PL18 9NN

Alternatively, you may want to contact us by:

- Telephone - 01822 832232
- Email- admin@lynher.com

We will respond to appeals within 5 working days of receipt. Occasionally, if there is a complex investigation, it may take up to 20 working days.

If our investigation into your appeal is likely to take longer than 20 working days, we will inform you as soon as possible.

Reviewed/updated:
19th September 2018
21st November 2018