

**1. Introduction**

The purpose of this form is to enable an individual or organisation to appeal the outcome of a Stage 2 Complaint.

Please note, complaint appeals are audited by awarding organisations and regulated by Ofqual. This means that we are required to follow national guidance when responding to appeals.

Please ensure you read our Complaints Policy, a copy of which is available on our website and User Portal.

**2. Appeal Notes**

- a) Appeals will only be accepted from the individual who made the Stage 2 Complaint i.e. an appeal cannot be submitted by a third party on behalf of the original complainant.
- b) You can only appeal matters raised in your Stage 2 Complaint.
- c) If your appeal includes statements which are dependent on information outside Xact, your appeal must include verifiable evidence which confirms those statements. If you don't provide such evidence, that statement will not be investigated as part of your appeal.
- d) Email completed form and supporting evidence to: [complaints@xact.org.uk](mailto:complaints@xact.org.uk)
- e) Appellants will receive an acknowledgement within three working days.

**3. Appellant information**

|              |  |           |  |
|--------------|--|-----------|--|
| Full Name    |  |           |  |
| Organisation |  |           |  |
| Email        |  | Telephone |  |
| Address      |  |           |  |

**4. Stage 2 Complaint Details**

|                |  |                  |  |
|----------------|--|------------------|--|
| Date submitted |  | Date of response |  |
| Complaint area |  |                  |  |

**Note:** Please complete following page

**5.1 Area of Appeal**

Please identify which area of your Stage 2 Complaint in which you are appealing.

**5.2 Appeal details**

**5.3 Appeal evidence**

Please note that any statements within your appeal which are dependent on information<sup>1</sup> outside<sup>2</sup> Xact, are not considered unless supported by verifiable appropriate evidence which confirms those statements.

Please ensure that any documentation is signed and dated, and that originator can be identified. Please also provide contact details in case we require clarification.

**Note<sup>1</sup>:** Evidence, emails, statements, policies etc

**Note<sup>2</sup>:** E.g. emails not received or sent by Xact, information from, to or relating to a third party etc

Please list documentation provided.

**6. Declaration**

I confirm that by submitting this completed form, I consent to the processing of its data<sup>1</sup>. I have read and understand Xact’s Complaints Policy and I have supplied accurate information which to the best of my knowledge and understanding is correct.

I also understand that Xact will investigate matters relating to my appeal which may involve third parties.

**Note<sup>1</sup>:** All data is processed in compliance with the Data Protection Act 2018 and GDPR.

|      |  |      |  |
|------|--|------|--|
| Name |  | Date |  |
|------|--|------|--|