

Endeavour (UK) Limited aim to resolve any complaints or appeals as quickly as possible. Therefore, any such issues should be raised as early as possible for clarification and for the provision of further information.

If you wish to appeal the outcome of a training programme which you have attended, you should address your appeal via e-mail to [hr@endeavouruk.com](mailto:hr@endeavouruk.com) . Any such appeal should be submitted within 10 working days of the event forming the basis for the appeal. Appeals submitted after this time will not be considered by Endeavour (UK) Limited.

You must title you appeal '*Training Process Appeal*' in the subject line and provide full evidence to substantiate your claim. This can be provided either within the body of the complaint or as an attachment. If you do not provide this information, your appeal cannot be investigated.

Endeavour (UK) Limited will acknowledge your appeal within 5 working days. A full response will aim to be provided to you within 20 working days stating whether your appeal has been upheld or not upheld. Notification of the outcome of the investigation will be provided in writing either via e-mail or by letter.

If you are not satisfied with the decision of this appeal, our awarding body's appeal process will be made available to you, details of which will be provided in the initial appeal response.

### **Signed**

Mr Christopher Lucas-Jones  
Managing Director  
Endeavour (UK) Limited

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