



WNF_15_Appeals and Complaints Form

Revision: 1
Date: Aug. 2026

For use by candidates, employers and other stakeholders

SECTION A: TYPE OF SUBMISSION

- ☐ Appeal – relating to an examination result or other formal decision issued by WeldNAM.
- ☐ Complaint – relating to a WeldNAM qualification activity, personnel/examiner conduct, WeldNAM processes, or the activities of a qualified person.

SECTION B: APPELLANT / COMPLAINANT DETAILS

Full Name	
Candidate/Student ID Number (if applicable)	
Organisation/Institution (if applicable)	
Email Address	
Telephone Number	
Preferred method of communication	☐ Email ☐ Telephone ☐ Other: _____

SECTION C: DETAILS OF APPEAL / COMPLAINT

Date of examination/decision/event concerned	
Module / Qualification / Activity concerned	
Reference Number (if applicable)	

Please describe your appeal or complaint:

Provide a clear and concise description of the matter.

For an Appeal – What decision are you appealing against?



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What are the grounds for your appeal?

For a Complaint – What is the nature of your complaint?

SECTION D: SUPPORTING EVIDENCE

Please provide any evidence supporting your appeal or complaint.

- ☐ Examination/result documentation
- ☐ Correspondence
- ☐ Supporting records
- ☐ Other: _____

SECTION E: DESIRED OUTCOME

Please indicate the outcome or action you are seeking:

SECTION F: DECLARATION

I confirm that the information provided in this form is true and accurate to the best of my knowledge. I understand that WeldNAM may require additional information or documentation to investigate and process my appeal or complaint.

Name	
Date	
Signature / Electronic Confirmation	☐ I confirm the above declaration.



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IMPORTANT INFORMATION

Appeals: Candidates wishing to appeal an examination result should submit the appeal within four (4) weeks of receiving the result, except where exceptional circumstances are demonstrated. WeldNAM shall acknowledge receipt of an appeal in writing within five (5) working days.

Complaints: Complaints must be submitted in writing and clearly describe the nature of the complaint together with any supporting evidence. WeldNAM shall acknowledge receipt of a complaint in writing within five (5) working days.

WeldNAM handles appeals and complaints fairly, transparently, impartially and confidentially. Decision-making personnel shall be independent of the matter being considered.

Please forward this form and all supporting documents to info@weldnam.com