

# LAMDA

## LAMDA Examinations Complaints Policy

### Introduction

This document sets out LAMDA's policy with respect to the management of complaints.

LAMDA aims to provide a high-quality customer service. However, should a learner, teacher, parent or other third party have cause to complain, LAMDA is committed to fully investigate fairly, courteously, legally and without bias or prejudice.

Those who choose to submit a complaint will not be disadvantaged in any way by doing so.

### Definitions

A **complaint** is any communication which records dissatisfaction with LAMDA's processes and procedures, but which does not question results awarded. A separate policy and procedure exists for enquiries about results (see the Enquiry About Results (EAR) Policy for further information).

### The Complainant

Complaints will only be accepted from:

- Registered LAMDA learner(s).
- Parents/guardians of a registered LAMDA learner.
- Teachers of a LAMDA learner (UK Public Centre entry).
- Centre Coordinators (Private Centre).
- Relevant third parties.

### Reporting Procedure

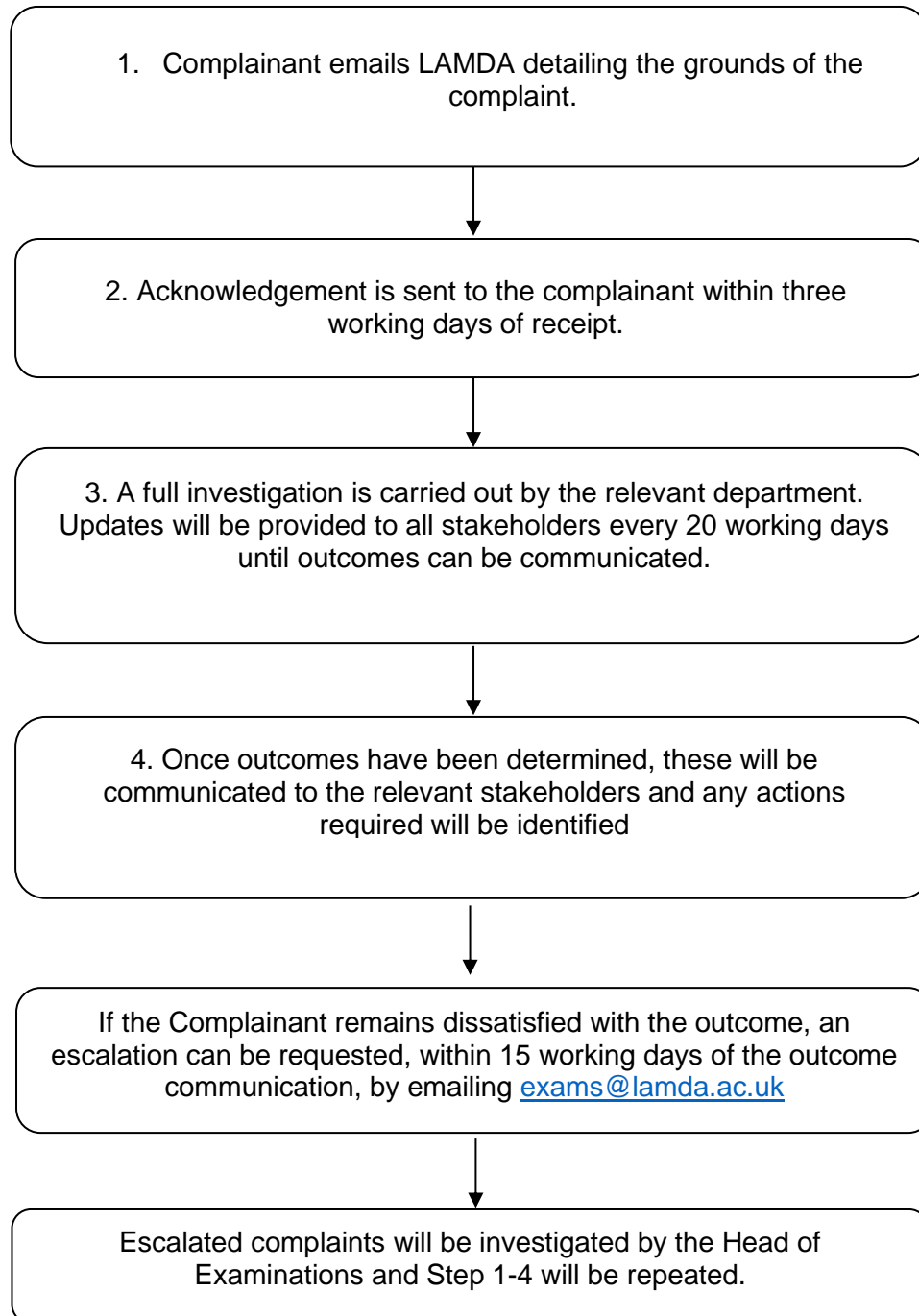
LAMDA would always prefer to be able to resolve any complaints quickly and positively, therefore in the first instance it is recommended that contact is made directly with the person/people involved in your issue.

Where an informal resolution is not an option, the complaint must be submitted, in writing, by email to: [exams@lamda.ac.uk](mailto:exams@lamda.ac.uk)

**Please note:** Where a complaint is being made against a LAMDA recognised centre, LAMDA require complainants to exhaust the recognised centres complaints policy/procedure first.

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Once an initial enquiry has been received, the process below will be followed:



Complainants who remain dissatisfied with the complaint outcome may, if they have grounds for doing so, lodge a formal appeal. An appeal may not be lodged until the appropriate stages of this policy have been completed, and no later than **15 working days** after receiving the decision. Refer to the Appeals Policy for further information.

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## Version control

Version number	Date	Initial	Comments
V1	08.09.2022	KR	New Document