

Enquiries About Results Application Form LEO083OU V01

Updated 13 January 2017



- a. Before completing this form please ensure that you have read LAMDA's Enquiries About Results Policy and Procedure
- b. COMPLETE IN BLOCK CAPITALS ONLY
- c. Post this form and fee (if applicable) to: LAMDA Examinations, 155 Talgarth Road, London, W14 9DA, United Kingdom
- d. There is NO CHARGE for replacement certificates for name spellings if the error lies with LAMDA Examinations and you have completed this application form and returned it with the original certificate or medal within 15 days of receiving your results. In all other cases charges apply

1. Learner Details

a. Given Name					b. Family Name														
c. LAMDA PIN			d. ULN							e. Gender		f. Ethnic Code		g. Date of Birth					
										M	F	N	N	D	D	M	M	Y	Y

2. Exam Details

h. Centre		i. Exam Date				j. Subject, Grade and Format Entered					k. Results Received							
		D	D	M	M	Y	Y						D	D	M	M	Y	Y

3. Enquiries About Result

I. Reason(s)	Please Tick	Return
Name Spelling Incorrect		Certificate
Total Mark Incorrect		Certificate and Report
Exam Subject/Grade/Format Incorrect		Certificate and Report
Examination Report Incomplete		Certificate and Report
Do not agree with marks/comments awarded		Certificate and Report
Other		Certificate and Report

Please provide further details and evidence for the reason(s) given above:

4. Correspondence Contact

Miss / Mrs / Ms / Mr / Dr / Other		Full Name			
Relationship to Learner		Learner / Teacher / Parent / Guardian / Head of Private Centre / Private Centre Coordinator / Public Centre Entry Correspondence Contact / Other please state.....			
Address					
		Post Code			
Telephone Number		E-mail			
Signature			Date		

Before Completing this form please read these notes

- Before completing this form read the Instructions To Complete This Form below and refer to LAMDA's Enquiry About Results Policy
- Complete this form IN BLOCK CAPITALS ONLY using blue or black ink NOT PENCIL.
- Ensure this entry form is current. Current entry forms and fees are available from the LAMDA website www.lamda.org.uk
- Separate applications forms must be submitted per enquiry per Learner.
- For methods of payment please refer to the section Payment of Fees and Services in our Guide for Centres and Teachers.
- If you require a receipt for payment or acknowledgment of entry enclose a stamped self addressed envelope.
- All correspondence from LAMDA will be directed to the correspondence contact.
- Enquiries about Results may be communicated via completing this form. All Results Enquiries must be submitted within 15 days of receipt of results.
- A written acknowledgement will be issued within seven working days of receipt of an enquiry. A full response will be issued within 15 working days of despatch of the written acknowledgement wherever possible.
- Enquiries about Results will only be accepted from a LAMDA Learner, his/her parent/guardian or the teacher of a LAMDA Examination Learner (Public centre entry) or private centre coordinator/head of centre. Enquiries about Results will not be accepted from other parties except where express written permission has been given by one of the relevant parties.
- In the event that an Enquiry about Results for a written examination is received a re-mark service is available. This is not an appeals system but an opportunity for Learners to gain a second opinion. The outcome of this service will be the result that stands, irrespective of the mark that was originally awarded. A charge of £50.00 will be levied. This amount, payable to LAMDA Ltd, is paid irrespective of the final outcome. A re-mark service is not available for practical LAMDA's.
- Customers who are dissatisfied with the outcome of an Enquiry About Result application may, if they have grounds for so doing and having exhausted LAMDA's Complaints and Enquiry About Results Procedure, lodge a formal appeal. An appeal may not be lodged until the appropriate initial stages as identified in this policy have been completed. Please refer to the *Appeals Policy and Procedure* document for further information.

How to Complete this Form

Section 1. Learner(s) Details

- Learner Given Name: Enter the Learner's first name(s)
- Learner Family Name: Enter the Learner's surname
- Use of Correct Learner Name: The Learner name you provide must be the correct legal name of the Learner, not a nickname or abbreviated name. This is to ensure that accurate Learner records are maintained and transmitted by LAMDA
- LAMDA PIN: Enter the Learner's 6 digit LAMDA PIN. Must be given if Learner has taken a previous LAMDA examination
- ULN: Enter the Learner's 10 digit Unique Learner Number (if known) *
- Gender: Enter M or F
- Ethnicity Code: Enter a code
- Date of Birth: Complete in numbers, in the format DD MM YY

Section 2. Examination Details

- Centre
- Examination Date
- Subject / Grade / Format
- Date Results Received

Section 3. Enquiries About Result

Reason: tick the reason(s) for the application

Notes: please state what is incorrect. If a name spelling please specify the incorrect and correct name spelling; where a surname is completely different clarify why it is different from the name originally registered.

Section 4. Entered by and Correspondence Contact Details

Complete in full, sign and date

5 LAMDA Examinations validation checks (office use only)

Form Completed	yes / no		Original Results Requested	yes / no	Received On	dd / mm / yy
EAR Reference			Acknowledgment Sent	dd / mm / yy	Sent By	
Referred To and Date		dd / mm / yy	EAR Outcome	Substantiated / Unsubstantiated		
Action						
Results Issue Log Reference			Final Response Sent	dd / mm / yy	Sent By	