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| Policy and Procedure<br>Ref: CS01                  | <b>Complaints Policy and Procedure for LAMDA<br/>Examinations</b> |
| Version: 02  |   |
| Owner: Quality Standards and<br>Compliance Manager |   |
| Last Reviewed: August 2018                         |   |

## Introduction

This document sets out the policy of LAMDA with respect to complaints. It supersedes all previous policies connected with these matters, in particular the *Complaints and Enquiries About Results (EAR) Policy and Procedures for LAMDA Examinations*.

We intend that Learners, teachers, parents and others who use our services will have no cause to complain about the quality of the service they receive, but should they do we will act fairly, courteously, legally and without bias or prejudice in all such matters. 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.

An **Enquiry About Results (EAR)** is any communication which questions, on whatever grounds, the result awarded to a Learner or group of Learners. A separate policy and procedure exists for enquiries about results; please see the *Enquiry About Results (EAR) Policy and Procedure for LAMDA Examinations* for further information.

## The Complainant

Complaints will only be accepted from a LAMDA Learner, their parent / guardian, the teacher of a LAMDA Learner (UK Public Centre entry) or from a Centre Coordinator (Private Centre). They will not be accepted from any other person, except where express written permission has been given by one of the relevant parties.

## Complaints Procedure

Complaints can be submitted in writing, either by email to [exams@lamda.ac.uk](mailto:exams@lamda.ac.uk), or by post to

Customer Services  
LAMDA Examinations  
155 Talgarth Road  
London  
W14 9DA

If the complaint relates to a specific incident, LAMDA must receive the complaint within **fifteen working days** of the incident occurring.

**Complaints regarding Examiner conduct received after results have been issued will not be investigated.**

The complainant must provide their full name, contact details and capacity in which they are complaining (as Learner, teacher, parent/guardian or centre coordinator), along with a

full description of the complaint so that it can be investigated fully. If the information provided is unspecific, the complainant may be asked to provide further detail.

Alternatively, complainants can complete a *Complaints Form* which is available upon request from the email address or postal address stated above.

LAMDA will acknowledge receipt of the complaint within **five working days** of receipt.

All complaints will be investigated thoroughly and evidence gathered from relevant sources. The investigation will be co-ordinated by the appropriate investigating manager at LAMDA Examinations.

A full response to the complainant will be issued within **fifteen working days** of despatch of the acknowledgement of the original complaint. LAMDA may contact the complainant within this period to seek further information or clarification.

In situations where a complaint has been successful, we will give due consideration to the outcome and will take appropriate action.

Where the application of the complaint investigation process leads LAMDA to discover a failure in the assessment process, we will take all reasonable steps to

- identify all Learners who have been affected by that failure
- correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure
- ensure that the failure does not recur in the future.

Complainants who are dissatisfied with the outcome of the investigation may, if they have grounds for doing so, lodge a formal appeal. An appeal may not be lodged until the appropriate stages of the *Complaints Policy and Procedure for LAMDA Examinations* have been completed, and no later than **fifteen working days** after receiving the decision. Please refer to the *Appeals Policy and Procedure* document for further information.

### **Confidentiality and Data Protection**

All communication related to complaints will be treated confidentially and details will only be disclosed to those directly concerned with the matters raised, except where express permission to communicate with third parties has been given.

The records of any communication will be kept on file and destroyed at a time appropriate and in line with LAMDA's Data Retention Policy.

In accordance with the requirements of the UK qualifications regulators, information and records related to complaints may be made available to the regulators on request.

### **Vexatious Correspondence**

Persistent contact from a complainant that is not appropriate, or that is not in line with this policy may be classified as 'vexatious'. If at any time a complainant engages in verbal or written correspondence that could be deemed vexatious, LAMDA Examinations reserves the right to cease contact with the complainant in relation to the relevant matter.