

# UAT-UK Complaints and Appeals Policy

UAT-UK and Pearson VUE aim to ensure that your test goes ahead in the best possible way. However, occasionally, things can go wrong, and we always try to take appropriate action to put things right. If, following this, a candidate is not satisfied with the service they have received from Pearson VUE or the UAT-UK office, or wants to appeal a decision that has been made, this policy sets out the processes and procedures that should be followed in order to deal with the issue in the most appropriate and efficient way. **A summary flow chart of this document is provided in the appendix on page 5.**

## 1. Introduction

- 1.1 A complaint or appeal to the UAT-UK office will normally only be accepted and investigated where a candidate has followed the correct procedure set out in the relevant **UAT-UK policy** and has exhausted all avenues with **Pearson VUE Customer Services**, where applicable.
- 1.2 Where a parent, guardian, or other appropriate third party makes a complaint or appeal on behalf of a candidate, UAT-UK will only be able to provide a full outcome where the candidate has provided express written consent for that third party to act on their behalf and receive details about their case. Any outcome or update will be communicated to the candidate directly, as well as the third party. UAT-UK may also need to collect information or evidence from the candidate directly in order to conduct a full investigation.
- 1.3 UAT-UK will not accept any complaint or appeal relating to the admission decisions of the Universities that use our tests.**

## 2. General complaints about service levels

- 2.1 If a candidate is unhappy with any aspect of service they have received in relation to the booking of their test, the level of customer service experienced, or the delivery of their test, that does not fall within the remit of the **Test Incident Policy**, they should make a complaint in writing to **Pearson VUE Customer Services**, in the first instance.

- 2.2 Pearson VUE will acknowledge receipt of any complaint within one working day.
- 2.3 Pearson VUE will investigate the complaint and report the outcome, in writing, to the candidate, within five working days of the conclusion of their investigation.
- 2.4 If a candidate wishes to appeal the outcome of a complaint made via Pearson VUE, this can be done by contacting the UAT-UK office.
- 2.5 The UAT-UK office will liaise with Pearson VUE to review any evidence related to the original issue, and check that the complaint was handled to a satisfactory standard, within the timeframe set out.
- 2.6 UAT-UK will provide an outcome to the candidate, in writing, within 10 working days.
- 2.7 The decision of the UAT-UK office is final, and no further appeal will be accepted.

### 3. Issues arising during your test

- 3.1 Where an issue arises during your test that disrupts or stops your test entirely, including where a candidate falls ill whilst testing, this is covered by the **UAT-UK Test Incident Policy**.
- 3.2 Candidates should ensure they are familiar with this policy, and that any incident or disruption has been logged by test centre staff and a case ID number has been assigned. This will allow Pearson VUE and UAT-UK to verify what has happened.
- 3.3 If you wish for further action to be taken on a test incident, you should contact **Pearson VUE Customer Services**. Investigations into test incidents will be carried out by Pearson VUE in the first instance.
- 3.4 Once an incident investigation request has been submitted, Pearson VUE report the outcome to the candidate by email within 5 working days.
- 3.5 **UAT-UK Test Incident Policy** outlines the possible outcomes of an investigation. If a candidate is unhappy with the outcome from Pearson VUE, they can appeal to the **UAT-UK office**.
- 3.6 The UAT-UK office will liaise with Pearson VUE to review any evidence related to the original issue, and check that the complaint was handled to a satisfactory standard, within the timeframe set out.
- 3.7 UAT-UK will provide an outcome to the candidate, in writing, within **10 working days**.

## 4. Other complaints and appeals

### Alleged Misconduct

- 4.1 Where UAT-UK and Pearson VUE have conducted an investigation into alleged misconduct, the candidate(s) involved will be provided with an opportunity to respond to the case presented. The full process is set out in the **UAT-UK Misconduct Policy**.
- 4.2 The UAT-UK office will submit a report, along with the candidate's response, to two members of the UAT-UK Board of Directors.
- 4.3 The decision made on behalf of the UAT-UK Board of Directors is final and candidates and no further appeal will be accepted.

### Requests for Special Consideration

- 4.4 Where a candidate suffers from serious and unforeseen circumstances, outside of their control, in the lead up to the test sitting they should refer to the **UAT-UK Special Consideration Policy**.
- 4.5 Where the UAT-UK office decides to act, the University to which the candidate is applying will be notified of the severity of the reported circumstances. Severity ratings are made in accordance with the Joint Council for Qualifications (JCQ) guidance. Severity ratings will not be provided to candidates.
- 4.6 Candidates are unable to appeal the decision of the UAT-UK office in relation to special consideration.

### Test Results

- 4.7 Appeals in relation to test results will **not** be accepted by Pearson VUE or UAT-UK.

### Applications for Bursaries and Access Arrangements

- 4.8 All applications for bursaries and access arrangements are handled carefully by the UAT-UK office with due consideration.

- 4.9 All access arrangements are granted in line with the Joint Council for Qualifications (JCQ) guidance.
- 4.10 Where evidence is missing, does not fully meet the stated requirements, or is unclear, the UAT-UK office will liaise directly with the candidate.
- 4.11 The decision of the UAT-UK office is however final and no further appeals will be accepted.

## 5. Requests for Information

- 5.1 Individuals may choose to make a general request for information from UAT-UK as a Freedom of Information request, or request access to the personal information held by UAT-UK under a Subject Access request. All requests will be dealt with in line with guidance issued by the Information Commissioner's Office.

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## Appendix – Routes of Complaint or Appeal for UAT-UK Candidates

