

## Complaints Procedure

### What is a complaint?

A complaint is defined as an expression of dissatisfaction about the provision of an examination or any other service provided by the awarding body or its representatives. A complaint is not defined as an appeal unless it concerns the decisions made by an individual examiner or a breach of examination procedures (please see the Enquiries and Appeals Policy for the grounds for appeal).

### Who can complain?

Anyone who seeks or receives a service from LCM Examinations or its representatives may lodge a complaint under this policy. Matters of concern may be raised individually or collectively by candidates or teachers.

Where LCM Examinations receives anonymous or third party complaints these will be dealt with at the discretion of the Chief Examiner. Where there is reason to believe that a complaint is vexatious or malicious, the matter will be referred to the Head of LCM Examinations who will decide how to respond.

### Confidentiality

LCM Examinations will treat all complaints as confidential and expects that all parties will respect the confidentiality of the process. Any individual about whom a complaint is made will have the right to be informed of the fact and nature.

### Procedure for complaints

In the case of all complaints, LCM Examinations seeks to ensure that appropriate and reasonable action is taken. Where a complaint is justified, any appropriate remedial action will be notified as part of the decision. If a complaint is not justified at any stage, the reasons for the decision will be communicated to the complainant.

Any complaint received by LCM Examinations will be treated as official unless the complainant informs us otherwise within ten days of the original complaint made. All complaints must be made in writing to be deemed official. Complaints are recorded and a copy of the complaint is sent to the person about whom the complaint has been made for their response.

Complaints will be investigated in the first instance by the Chief Examiner. If it is found that the nature of the complaint warrants further investigation, the Chief Examiner will pass on the information to the Head of LCME who will make a decision about whether the complaint should be upheld after reviewing all the evidence presented. The Head of LCME may decide to contact the candidate/teacher and the person about whom the complaint was made for further information.

LCM Examinations expects to deal with all complaints in a timely manner and would expect complainants to receive information about the outcome of LCME's investigations within 28 days from the original complaint being made.

Candidates and teachers will be informed if there are likely to be any delays in the process. In the event that key staff are unavailable to progress the complaint, alternative arrangements may be made, if appropriate, to ensure the matter is dealt with appropriately.

### Monitoring the Process

In order that LCM Examinations can improve services to candidates and other clients, the receipt of complaints and responses to them will be monitored. This will enable LCME to continuously improve its services and ensure an inclusive consistent and constructive approach to complaints. The effectiveness of the Complaints Procedure will also be kept under review and, where appropriate, changes will be made.