

# Association of British Dispensing Opticians



## APPEALS POLICY FOR ABDO CANDIDATE ONLY

This policy deals with appeals regarding Association of British Dispensing Opticians (ABDO) in relation to examinations and whether these were consistent and applied correctly and fairly.

1. An appeal must set out the grounds for the appeal clearly and in detail, and be sent to ABDO's office at: **Examinations and Registration, The Old Dairy, Godmersham Park, Godmersham, Canterbury, Kent CT14 7DT**, within 28 days of the date shown on the letter notifying the student of his or her result.
2. The Head of Examinations and Registration will acknowledge receipt of an appeal immediately.
3. If the substance of the appeal is not clear, ABDO will seek clarification from the appellant.
4. It is ABDO's policy that appeals will be responded to within 28 days.
5. The Head of Examinations and Registration will then forward the appeal and the relevant script to the Principle Examiner and ask for a report within 7 days. The conclusions are approved by the Director of Professional Examinations and Head of Examinations and the outcome sent to the appellant within 28 days.
6. If the appellant does not accept the findings, the appeal and the Principle Examiner's report will then be referred to the Clerk at an Independent Reviewer for a final decision in writing. The result will be sent to the appellant.
7. If the appeal is upheld at any stage in this process, and in the opinion of the reviewers calls into question the integrity of the recent examinations, the matter will be referred immediately to the Examination Board for urgent consideration in consultation with Principle Examiner.
8. The Head of Examinations and Registration will maintain a log of all appeals received within each calendar year, and the action taken.