

Complaints Policy



This policy refers to complaints about the examination process and content. If an examination result is in question due to the complaint then the appeals policy will be followed.

1. The Head of Examinations & Registration will acknowledge receipt of a complaint by letter/email within 3 working days.
2. If the substance of the complaint is not clear, further clarification will be sought from the complainant.
3. The Head of Examinations & Registration will liaise with the Director of Professional Examinations, to review the complaint and then investigate.
4. If the complaint is substantiated and it questions the integrity of the recent examination session, the matter will be referred to the Examination Board for urgent consideration and action.
5. Complaints and communication will be logged on member's contact history.
6. All complaints will be answered within 28 days.