



Appeals Policy

This policy explains the process to candidates who wish to appeal against an examination result.

1. An appeal must be in writing, set out clearly and in detail and sent to:
Mr Mark Chandler
Head of Examinations & Registration
Association of British Dispensing Opticians
Unit 1, Court Lodge Offices
Godmersham Park
Godmersham
Canterbury
Kent CT4 7DT
or by email to: mchandler@abdo.org.uk
2. ABDO's Head of Examinations and Registration will acknowledge receipt of an appeal within 3 working days.
3. If the substance of the appeal is not clear, ABDO will seek clarification from the candidate.
4. ABDO's Head of Examinations and Registration will thoroughly investigate the content of the appeal which may include forwarding the appeal and any relevant paperwork to other appropriate person(s).
5. The conclusion will be reviewed/approved by ABDO's Head of Professional Qualifications and Education and ABDO's Head of Examinations and Registration. The outcome will be sent to the candidate within 28 days of receiving the original letter/email.
6. If the candidate does not accept the findings, the appeal will then be referred to an Independent Reviewer for a final decision and the outcome sent to the appellant. There is a fee for this service which is refundable if the appeal is upheld.
7. If the appeal is upheld at any stage of the process and in the opinion of the review calls into question the integrity of the examination, the matter will be referred to ABDO's Examination Board for urgent consideration.
8. ABDO's Head of Examinations and Registration will log all appeals and contact against the members' record.
9. Candidates presenting themselves on the day of the examination are deemed to be fit and well. If any adjustments or considerations need to be actioned, these need to be communicated on the relevant form to ABDO Examinations and Registration.