



# **Complaints Policy**

Academy of Rock

## Complaints Policy

### When to use this policy

You should use this policy if you feel dissatisfied regarding the provision of an examination or any other service provided by AOR. A complaint is not defined as an appeal unless it concerns the decisions made by an individual Examiner or Assessor, or a breach of examination or assessment procedures (please see Appeals Policy). This policy is available on our website at [????????](#). This policy will be subject to review and monitoring by AOR and if necessary will be amended and updated following feedback. All future versions to this policy will be flagged and will be posted on our website.

### Issue and review

The date of issue of this policy is [???? 2019](#). This policy will be reviewed annually.

### Who can complain?

Matters of concern may be raised individually or collectively and anyone lodging a complaint should feel assured that they will not encounter any disadvantage.

All stages of the complaints procedure are internal proceedings.

### Confidentiality

Confidentiality will be preserved during the investigation of a complaint to safeguard the interests of everyone concerned unless it is necessary to disclose information to progress the complaint.

Any individual about whom a complaint is made will have the right to be informed of the fact and the nature of the complaint.

### Procedure for complaints

Any complaints received by AOR will be treated as official unless the complainant informs AOR otherwise. All complaints must be made in writing (including email) to AOR and clearly marked as such to be deemed official.

Complaints are recorded and a copy of the complaint is sent to the person or persons about whom the complaint has been made for their response.

Complaints will be initially investigated by the appropriate person, dependent on the nature of the complaint, overseen by the appropriate manager. If the response to the complaint is considered unsatisfactory, a further investigation will be considered by the Headquarter Managers who will make a decision about whether the complaint should be upheld after reviewing the evidence.

AOR will inform the complainant of the outcome of the initial investigation within **14 days**. For cases requiring detailed investigation AOR will inform the complainant within **28 days**.

### **Unresolved complaints**

If the complainant considers the response from the Headquarter Managers is unsatisfactory, there are two routes open to them.

1: If the complaint was related to an examination or assessment they are able to make an official appeal and should refer to the Appeals Policy

2: If the complaint was related to an instance of suspected malpractice, AOR may implement its Malpractice and Maladministration Policy and investigate the complaint in relation to malpractice or maladministration.