



Cambridge Assessment Admissions Testing Complaints Policy

Policy

We welcome feedback from our customers. Where a complaint regarding one of our products or services is received, we undertake to deal with that complaint effectively, sensitively and speedily. We aim to provide admission tests of the highest possible quality. However, there may be occasions where concerns are raised and by investigating these we can look to improve our products and services further.

We deal with complaints about the following:

- the way a test was administered
- our service, including the application of our standard processes which includes, for example, Special Consideration, Results Enquiries and Appeals.

We advise candidates to discuss issues surrounding the administration of the test or concerns relating to staff behaviour with the centre in the first instance and as soon as possible after the test. Please note that because institutions start to make their decisions as soon as results have been published, a complaint that might impact the outcome of a candidate's test should be raised immediately after the test date. Centres can then advise on whether a special consideration should be requested or can investigate further through their own internal complaints policy. Early discussion between the centre and the candidate may help to resolve issues. If you have been through this process and remain dissatisfied you may raise your concern for our attention.

We also have quality assurance checks in place that assess the extent to which centres are meeting our requirements regarding test delivery and facilities.

Other procedures

Separate procedures for dealing with candidates concerns are listed below and further information about these procedures is available on our [Support Site](#).

Special Consideration

Requests for Special Consideration are used to indicate where a candidate took the test under unforeseen adverse circumstances. For instance, if the candidate suffered a temporary illness or if there were problems with an aspect of the administration of the test. Special Consideration requests should be made in the first instance by the centre, with the candidate's agreement. A candidate can make an application directly but should check with their centre first.

Results Enquiry

For certain tests, if a candidate thinks there has been an error in the processing or reporting of their results, they can raise a Results Enquiry.

Appeals

For certain tests, if a candidate thinks a Results Enquiry or a Malpractice case was incorrectly handled, they can submit an Appeal.

Raising a complaint?

To enable us to investigate concerns promptly, candidates should outline their complaint in writing, providing as much detail as possible. In addition to the specifics of the complaint, please include:

- your full name
- contact details, such as an email address, postal address and phone number
- details of the test centre, including the test date, centre number and centre name
- copies of all previous correspondence with the centre, as well as the outcome of their complaints procedure where applicable.

Complaints can be submitted to us in one of two ways:

Online

Complaints can be sent directly to our Helpdesk via submitting a request at:

<https://support.admissionstestingservice.org>

By letter

Candidates should send their completed complaint, and copies of all previous correspondence with their centre, to:

Helpdesk
Cambridge Assessment Admissions Testing
The Triangle Building
Shaftesbury Road
Cambridge
CB2 8EA
United Kingdom

Admissions decisions

Cambridge Assessment Admissions Testing is not involved in making decisions about individual applications to universities or other institutions. Queries regarding such decisions should be addressed directly to the institution in question.

Time-frame

We aim to deal with your complaint fairly and speedily and we will acknowledge your complaint within **five** working days of receipt.

We will then look to investigate the complaint and provide a response within **twenty** working days. If the issues raised are complex or involve staff who are unavailable it will take longer to investigate.

We will not normally investigate a complaint which has been received more than **six** months after the incident took place.