

Admissions Testing Service Complaints 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 learn from all complaints so that we can improve our products and services in the future.

We deal with complaints about the following:

- centre staff behaviour
- an Admissions Testing Service employee
- the way a test was administered
- our service, including the application of our standard processes (for example, Special Consideration, Results Enquiries, Appeals)
- prolonged and/or frequent unavailability of systems.

Other procedures

In addition to our complaints policy, we have a number of other procedures candidates can use; these are listed below. More information about these procedures is available on our website (please note, they may not apply to all Admissions Testing Service tests. Candidates should check the relevant test page on our website for more details).

- Results Enquiry (if a candidate thinks there has been an error in processing their results)
- Request for Special Consideration (if a candidate took the test under unforeseen adverse circumstances)
- Appeals (if a candidate thinks a Results Enquiry or Malpractice case was incorrectly handled).

These are not part of our complaints process, although candidates can make a complaint if they do not feel that we have responded to them appropriately through these procedures. 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.

What candidates should do if they have a complaint

Candidates should raise their complaint with their centre in the first instance. If they have done this but remain dissatisfied with the outcome, then they should contact us.

To help us investigate their concerns promptly, candidates should outline their complaint in as much detail as possible when contacting us. As well as the details of their complaint, they need to be sure to include:

- their full name
- contact details (such as email address, postal address and phone number), details of the test they have taken, including the date it was taken and the centre number and / or 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

Candidates should visit <https://support.admissionstestingservice.org>, and complete an online enquiry form.

By letter

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

Helpdesk
Admissions Testing Service
1 Hills Road
Cambridge
CB1 2EU
United Kingdom

In both cases, we aim to provide candidates with an initial response to their complaint within two working days. As part of our investigation into their concerns, where applicable, we will contact their centre to discuss the matter with them, unless the candidate explicitly states that they do not wish for us to do so. We aim to fully investigate all complaints within ten working days. Sometimes it may take longer to investigate a candidate's concerns fully. In these cases we will keep them informed of progress and let them know when we expect to respond.

Any questions regarding a complaint can be sent to the Helpdesk at <https://support.admissionstestingservice.org>.

Admissions decisions

The Admissions Testing Service 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.