



Complaints Policy (SELT)

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Document Revision History

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02.0	23/06/2021	Update contact number
01.0	04/02/2020	Initial Version

1. About us

LanguageCert is a business name of PeopleCert Qualifications Ltd, hereinafter referred to as LanguageCert. It is part of PeopleCert Group, a leading global certification provider that has been delivering millions of exams in 215 countries.

LanguageCert is a UK-registered awarding organisation, responsible for the development and awarding of language qualifications. It is recognised and regulated by Ofqual and Qualifications Wales and approved by UK Visas and Immigration (UKVI) as a Secure English Language Test (SELT) Provider worldwide.

LanguageCert's SELT tests are delivered through a business partnership of PeopleCert and Prometric.

Prometric is a leading provider of technology-enabled testing and assessment solutions to many of the world's most recognised licensing and certification organisations, academic institutions, and government agencies. It supports more than 7 million test takers annually at testing locations in more than 160 countries around the world.

2. Introduction

This document sets out our complaints policy and procedure and is aimed at our candidates and all interested parties who receive a direct or indirect service from LanguageCert in relation to the SELT test(s).

We aim to deliver constantly high-quality services that exceed our customers' expectations, therefore, we truly value our candidates' feedback on their experience with LanguageCert. If you believe that you have encountered a level of service that is below both your and our expectations, it is important that you raise your concerns with us so we may address them and learn from them.

3. Scope

This policy covers complaints that candidates or any interested parties make in relation to the SELT services provided. Services may include, but are not limited to: registration for the SELT exam, rescheduling the exam, sitting the exam, receiving results, requests for reasonable adjustments or special considerations, etc. This policy is based on a 3-tiered approach, aiming to ensure that a complainant has the right to proceed to the next tier if they are not satisfied with the proposed resolution at a particular stage.

If a complaint is submitted and is in fact an enquiry about test results or an appeal, we will inform you promptly that your issue is being reviewed, where appropriate, in accordance with the approach outlined in our Appeals Policy.

If you are unhappy about the way that a test was delivered and conducted and you suspect that malpractice and/or maladministration may have occurred, you should inform us of your concern in accordance with the arrangements outlined in our Maladministration and Malpractice Policy.

4. Review Arrangements

We will review this policy and the associated procedures on an annual basis as part of our self—evaluation arrangements and revise them when necessary in response to customer, candidate or regulatory feedback, as well as any trends that may emerge with regard to the subject matter of the complaints received.

5. How Should I Complain?

Should you want to raise a complaint regarding the services you received during a SELT exam, please contact us via one of the following ways:

- Using the dedicated email address: complaints@LanguageCert.org.
- By post, to the following address:
LanguageCert
121/122 Sloane Street,
London, SW1X 9BW
United Kingdom
- By phone, using our dedicated phone line: + 442079493262.

When you contact us, please give us your full name and contact details (including a daytime telephone number), along with the following:

- A full description of your complaint (including the subject matter, date(s) and time(s), if known).
- Details of the test involved including type of SELT taken, Test Centre, SELT Candidate Unique Registration Number (URN) and Candidate Number.
- Any names of people you have dealt with so far.
- Copies of any papers or letters/emails relating to the complaint.

Sometimes a complainant will prefer to remain anonymous, although it is preferable to reveal your identity and contact details. If you are concerned about possible adverse consequences, please let us know that you do not wish for us to divulge your identity. While we are prepared to investigate issues that are reported to us anonymously, we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those to whom the complaint/allegation relates. Please note that there may be cases where revealing your name and email may be mandatory for us to investigate a case i.e. retracing a particular test.

6. How will we manage your complaint?

- **Acknowledgement:** We will acknowledge receipt of your complaint **within 24 hours**, letting you know who is dealing with your complaint. We will also assign a unique reference number to your complaint, which you should use in all future communications on this case.
- **1st Stage:** All incoming issues will be initially reviewed and screened by our Customer Service team and will be classified as a "SELT complaint". If the case can be resolved at this stage/level, then we will do so, and respond to you **within 48 hours**. If you are not satisfied with the resolution proposed at this stage, you may escalate your complaint to the next (2nd) stage.
- **2nd Stage:** If the complaint cannot be resolved at the previous stage, it will be forwarded to the respective team/owner, (e.g. Exams team, Qualification Development team) authorised to manage the issue (2nd stage). We will respond in writing **within 5 business days**. If you are not satisfied with the resolution proposed you may escalate your complaint to the next (3rd) stage.
- **3rd Stage:** A member of the Audit and Assurance team will complete an investigation and will reply to the complainant with our final decision, resolution and any resultant actions in writing, **within 10 business days from the initial receipt of your complaint**. If a complaint is more complex, or if the complainant is not responsive, we will need additional time for the investigation to be completed. In this case, LanguageCert **may extend the timeframe in which to respond**. You will be informed of the extension as well as the reasons for it. We may also contact you during this period to seek further information or clarification. In addition, an escalation of an existing complaint may be treated as a new case/issue.
Issues that could involve a compromised test, or may risk the quality, integrity, security and compliance of the services provided, will be directly assigned to the Audit and Assurance team at the 1st stage. The allocated member of the team will be responsible for ensuring that the investigation is carried out in a prompt and effective manner and in accordance with the procedures set out in this policy. At all times, we will ensure that personnel assigned have the appropriate level of training and competence and they have had no previous involvement or personal interest in the matter.

- **Independent investigation:** If, following investigation by the Audit and Assurance team, there are substantial reasons to believe that individuals may have been involved in fraud, corruption or serious malpractice, an independent investigator may be employed. The type of investigation triggered will be dependent on the nature of the issue. In such cases, the Regulatory Authorities will be notified.
- **Satisfaction survey:** Upon case closure, the complainant will be asked to complete a Satisfaction survey, evaluating the complaint management process. All feedback will be reviewed on a regular basis and may trigger corrective actions as required.
- **Escalation:** If a complainant has reason to believe that they have been treated unfairly during the process, if no feedback has been provided, or if they disagree with the resolution or final decision provided, they may escalate further to the Regulatory Authorities (e.g. Ofqual/Qualifications Wales).

When a complaint cannot be resolved and all avenues are exhausted, LanguageCert will make UKVI aware of the issue, the circumstances and process followed to resolve (thus demonstrating compliance with UKVI requirements). LanguageCert will seek UKVI's guidance on the course of action resolution, accepting this may include UKVI's engagement with the customer. LanguageCert will work with UKVI to agree the outcome and implement any required actions with the customer. Agreement will be in the context of both parties seeking to maintain the reputation and integrity of the services, whilst providing an appropriate and positive customer experience.

7. Complaints brought to our attention by the regulators

Where the regulators notify us about failures that have been discovered in the examination process or other activities, these will be reviewed in the same manner as other external complaints, to ascertain whether the same issue could affect SELT and any other LanguageCert exams.

8. Successful complaints

In situations where a complaint has been successful, or where an investigation indicates a failure in our processes, we will give due consideration to how we can improve our service and arrangements by reviewing our procedures to assess the impact on our qualification development and exam delivery arrangements.

Some of the appropriate actions we may take include:

- Identifying any other candidate affected by that failure
- Correcting, or mitigating, as far as possible, the effect of the failure
- Reviewing and amending our arrangements, where appropriate, to reduce the likelihood that the failure will reoccur in the future
- Arranging for additional staff training
Internal disciplinary procedures against a member of our staff, if deemed appropriate.

9. Contact us

For any queries about the contents of the policy or in case you would like to feed back any views, please contact us at SELT@languagecert.org or by using the channels described on our website.

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