



Obchodní akademie Neveklov, Školní 303, 257 56 Neveklov

☎ 317 741 794

e-mail oa@oaneveklov.cz

www.oaneveklov.cz

IČ 68422709

COMPLAINTS POLICY (based on 02.1 2017)

This policy covers complaints that candidates or any interested parties may wish to make in relation to the qualifications and associated services offered by LanguageCert. Should a complaint be submitted which is in fact an enquiry or an appeal, the ATCM will inform the relevant party that the issue is being reviewed, where appropriate, in accordance with the Appeals policy. If a candidate is unhappy about the way an examination or assessment was delivered and conducted and suspects that malpractice and/or maladministration may have occurred, the ATCM forwards the concern to LC in accordance with the arrangements in our Malpractice and Maladministration Policy.

We take all responsible steps to ensure that candidates and staff involved in the management and quality assurance of LC qualifications are aware of the contents of this policy and that we have a complaints handling procedure and appeals process in place to deal with complaints from candidates about the services provided

If an individual is unhappy about a service or activity being delivered by our centre, it must first go through the centre's complaints process.

When a **candidate** contacts us, we ask them to give us your **full name, contact details, including a daytime telephone number**, along with:

- A full description of their complaint (including the subject matter and dates and times if known)
- any names of the people you have dealt with so far
- copies of any papers or letters relating to the complaint, sometimes a complainant will prefer to remain anonymous.
- although it is always preferable to reveal the candidate identity and contact details, if he/she is concerned about possible adverse consequences, he / she may inform us that they do not wish for us to divulge their identity.

We will **acknowledge receipt of the candidate complaint within 48 hours**, letting them know who is investigating your complaint.

Our ATCM will be responsible for ensuring the investigation is carried out in a prompt and effective manner and in accordance with the procedures in this policy and will allocate a relevant member of staff to lead the investigation and establish whether or not an issue relating to the complaint has occurred. At all times, we will ensure that TEST CENTRE personnel assigned to the investigation have the appropriate level of training and competence and they have had no previous involvement or personal interest in the matter.

If the ATCM has an involvement in the complaint matter the ATCM will not be responsible for allocating a member of staff to carry out the investigation or for overseeing and managing the investigation. In such cases, it is the Responsible Manager – The School Director will stand in for the ATCM.

We aim to investigate the complaint and report the **outcomes of the investigation and decisions regarding the complaint in writing / e-mail within 10 working days**.

If the complaint is more complex, or involves people who are not available at the time, we may extend this to 15 working days.

We may contact the candidate within this period to seek further information or clarification (in some instances we may recommend a meeting)



If any part of a complaint is upheld, our TC will respond to the complainant accordingly and give due consideration to how:

- we can improve our service and arrangements , such as, for example,
 - by reviewing our procedures to assess the impact on our qualification development,
 - delivery arrangements or arranging for staff training.
 - In extreme circumstances, internal disciplinary procedures may be exercised.

If a candidate/ complainant disagrees with the decision, the first point to bring the matter to is LanguageCert – i.e. the Manager in line to our Test Centre. LanguageCert will review the complaint, and, where relevant, take the matter through our Appeal arrangements which are outlined in our Appeals Policy.

Vnitřní předpisy TC OA NEVEKLOV vycházející z výše uvedeného.

1. Postup při podání stížnosti / odvolání

V případě nespokojenosti s průběhem zkoušky či jejími výsledky má kandidát právo podat stížnost / odvolání prostřednictvím testovacího centra do 20 dnů od oznámení výsledků zkoušky.

Formulář žádosti / stížnosti je k vyzvednutí u manažera TC **Evy Škopkové**.

2. Postup při podvodu a nesprávném chování

Je-li kandidát během zkoušky přistižen při opisování či jiné formě podvádění, nebo porušuje-li pravidla průběhu zkoušky, je ze zkoušky okamžitě vyloučen a je o tom vyhotoven zápis.

3. Postup při zrušení / neúspěchu při zkoušce

Pokud kandidát zruší zkoušku do 10 dnů před jejím zahájením (mailem nebo osobně v TC)

může konat zkoušku v následujícím vypsáném termínu.

Pozdější zrušení je akceptovatelné pouze s doloženým lékařským potvrzením.

V případě neúspěchu u zkoušek či její části může kandidát po přihlášení konat zkoušku v následujícím termínu.

4. Veškeré informace o konání zkoušky či případných změnách obdrží kandidáti mailem.