

Guidelines for Appeal/Feedback

For Diploma exams worldwide

Under what circumstances should I get in touch?

At ABRSM we value all communication with applicants, parents and candidates and welcome any feedback you might like to give. We are aware that, on occasion, our customers may feel it necessary to contact us about a recent exam experience or to query the outcome of an exam. Please read the following guidelines, which explains the available procedures.

Concerns on the day of the exam

If you have any concerns arising on the exam day, please let us know by e-mail or phone **within 7 days of the exam**. This will enable us to investigate the matter before results are issued.

- For complaints concerning any environmental issues to do with the exam, venue or facilities for UK exams, please contact:
The UK Diplomas Office
E: diplomas@abrsm.ac.uk
T: +44 (0)20 7467 8829

For complaints concerning any environmental issues to do with the exam, venue or facilities in International exam centres, please contact your **Local Representative**.

- For concerns relating to the delivery or conduct of your exam, please contact:
The Quality Assurance office
E: qa-diplomas@abrsm.ac.uk
T: +44 (0)20 7467 8844

Formal appeal process

A formal appeal process is in place for you to provide ABRSM with details of any concerns you may have after receiving a diploma exam result. Candidates wishing to appeal against the procedure of a diploma assessment should write to the Quality Assurance Manager (Diplomas) clearly stating the grounds for appeal and how these are felt to have affected the result; evidence supporting the claim must be given, including a photocopy or scan of the mark form. Appeals on purely academic grounds (e.g. if a candidate is disappointed by his/her result) are not permitted.

We ask that all formal appeals are registered as soon as possible, and **no later than 14 days after the issue of the result**. Any correspondence received after this will be logged as part of our internal Quality Assurance processes, however we cannot guarantee to provide a response in these circumstances.

Is there a fee for submitting an appeal?

There is no fee associated with submitting an appeal relating to a diploma exam.

What will happen?

ABRSM aims to acknowledge receipt of appeal correspondence within three working days and to resolve all appeals within four weeks of the acknowledgement. ABRSM will carry out a detailed investigation into your concerns. This investigation will include:

- a thorough consideration of the grounds for appeal
- a review of the recording and paperwork relating to your exam
- an analysis of any similar concerns received about the examiner(s)

What are the possible outcomes of my appeal?

- If the original result is supported, a response will be sent outlining the findings of the appeal review. ABRSM will consider the case closed and no further action will be taken.
- If the findings of ABRSM's investigations support the appeal, ABRSM will respond outlining the findings of the appeal review and, depending on the circumstances of each case, may either:
 - (i) amend the mark(s) and/or mark form comment(s), issue a new mark form and (where relevant) a certificate
Or
 - (ii) issue a voucher to the value of the section(s) of the exam (this can be used to enter for the same section(s) in the next exam session free of charge)
- Where ABRSM feels that there is insufficient evidence to arrive at a decision about your appeal, a voucher equivalent to the value of the section(s) of the exam concerned may be issued.

Exam recordings

By submitting your exam entry you agree to your exam being recorded and to the recording becoming the property of ABRSM (no copy will be made available to you: the audio-recording has the status of an examination script and is therefore exempt from subject access requests under the Data Protection Act 1998).

Independent review of appeal procedure

In the exceptional circumstance that ABRSM's decision regarding an appeal is not accepted, an independent review may be requested as to the correctness of the application of ABRSM's appeal procedure. Any such request should be made within 14 days of the dispatch of ABRSM's decision and must be addressed in writing to the Chief Executive. ABRSM aims to acknowledge the request within three working days and to respond with the outcome within four weeks of the acknowledgement. If ABRSM is unable to respond within this timeframe, you will be kept informed. An independent person, unconnected with ABRSM, will be involved in the independent review process. The findings of the independent review will be fully taken into account by the Chief Executive, who will make the final decision.

Informal Feedback

If your concern is of a more general nature and you do not wish to make a formal appeal, please feel free to get in touch via the contact details below. All feedback will be acknowledged and logged by the Quality Assurance Manager and will play a valued part in ABRSM's Quality Assurance procedures, although a further response from ABRSM is not guaranteed.

We are also always very grateful to hear positive feedback about your exam experience, and welcome any comments you may have.

Please send correspondence to:

E-mail: qa-diplomas@abrsms.ac.uk

Postal: **The Quality Assurance Manager (Diplomas)**
ABRSM
4 London Wall Place
London
EC2Y 5AU