



Complaints Policy (Graded Examinations)

1 Introduction

1.1 This policy applies to the following RSL qualifications:

- Rockscool
- Classical
- Performance Arts Awards (PAA)
- Career Qualifications at Levels 3, 4 and 6

2 Issue and review

2.1 The date of issue of this policy is **June 2024**

2.2 This policy will be subject to review and monitoring by RSL and will be amended and updated accordingly. As part of this monitoring process, feedback from candidates, teachers and parents will be considered. All revisions of this policy will be posted on our website.

3 Definition

3.1 A complaint records dissatisfaction with procedures, processes or services provided, but does not explicitly question marks awarded. Complaints may be made about any aspect of RSL's examination services, but may relate to:

3.2.1 the way in which a teacher or organisation delivering RSL's qualifications has interacted with RSL

3.2.2 the way in which an examination service was delivered by RSL, including the conduct of the examiner, the facilities provided, and the associated administrative processes.

3.3 An 'Informal complaint' is defined as an issue which the complainant wishes to raise with the appropriate member of staff, without using the formal complaints process. Informal complaints are typically quick to resolve and unlikely to require an in-depth investigation.

4 Submitting a complaint

4.1 A complaint may be made by anyone who seeks information/guidance or receives an examination service from RSL.

4.2 Users of these qualifications who wish to make a formal complaint may do so by emailing appeals@rslawards.com or writing to: **Head of Operations, RSL Awards Ltd, Harlequin House, 7 High Street, Teddington, TW11 8EE, UK**, setting out the nature of their concern.

4.3 Please note that to ensure that full records are kept, all correspondence must be dealt with in writing. Any matters discussed by telephone cannot be considered part of the formal process. This is because if matters are escalated to the appeals stage, the appeals panel will need to review all correspondence as part of the appeals process.



4.4 The Head of Operations will review the communication in consultation with relevant colleagues. The complaint will be logged, and its receipt will be acknowledged to the complainant no later than 5 working days. The Head of Operations will carry out an initial assessment of the complaint and will send a reply within 10 working days. More serious or unusual complaints will be investigated by the Compliance department which may involve a longer timeframe to resolve.

4.5 To make an 'Informal Complaint' you may do so via email via info@rslawards.com. The case will generally be resolved no later than 5 working days.

5 Process

5.1 All users of qualifications have a right to make a complaint or enquiry about a result and accordingly all matters will be dealt with fairly, objectively, and without bias.

5.2 In order to protect the interests of all concerned, RSL will maintain appropriate confidentiality at all stages of the process unless disclosure is necessary to progress the matter. Notwithstanding this, individuals who are the subject of a complaint have the right to be informed about the nature and substance of a complaint made against them, and the outcome.

5.3 Logs of all complaints are maintained and are made available to RSL's Qualifications and Compliance Committee for monitoring purposes.

6 Enquiries and Appeals

If you are dissatisfied with the outcome of your complaint, with the mark or award given or the conduct of an examination and wish to formally appeal against decisions made, please use our RSL Enquiries and Appeal's policy. All policies are available on our website at www.rslawards.com