Complaints and Enquiries Policy

1. Issue and review

This policy will be reviewed annually.

2. When to use this policy

A complaint is defined as an expression of dissatisfaction about the provision of an examination or any other service provided by the awarding organisation or its representatives. A complaint is not defined as an appeal unless it concerns the decisions made by an individual Assessor, Examiner or Moderator, or a breach of examination or moderation procedures (please see Appeals Policy for the grounds for Appeal).

Enquiries about results

If you have an enquiry about the marks or award given please refer to this policy. This policy is used to carry out initial checks on the marks awarded.

Complaints

If you have a complaint to make about the service provided by AMEB with regards to a Rockschool exam which does not affect results or grades, please refer to this policy.

Appeals

If you are dissatisfied with the mark or award given or the conduct of an examination and wish to formally appeal against decisions made, please consult the AMEB Rockschool Appeal's Policy. All policies are available on our website at www.rockschool.ameb.edu.au.

3. Who can complain?

Anyone who seeks information/ guidance or receives a service from AMEB or its representatives regarding a Rockschool exam may lodge a complaint under this Policy. Matters of concern may be raised individually or collectively and candidates, teachers or centre representatives should feel assured that they will not encounter any disadvantage having lodged a complaint in good faith.

Where there is reason to believe that a complaint is vexatious or malicious, the matter will be referred to the relevant person who may decide to reject the complaint without full consideration of its merits. Reasons will be given as to why the complaint is considered to be an abuse of process.

In the event of uncertainty about the scope of the Policy or if general advice is required on the most appropriate way to pursue a complaint, the candidate should contact AMEB Ltd in the first instance for clarification. All stages of the Complaints procedure are internal proceedings.

4. Confidentiality

Confidentiality will be preserved during the investigation of a complaint to safeguard the interests of everyone concerned unless disclosure is necessary to progress the complaint. RSL expects that all parties will respect the confidentiality of the process. Any individual about whom a complaint is made will have the right to be informed of the fact and nature of the complaint.

5. Procedure for complaints

Any complaint received by AMEB Rockschool will be treated as official unless the complainant informs AMEB otherwise within ten days of the original complaint made. All complaints must be made in writing (email will suffice) to their AMEB State Office (Australia) or AMEB Federal Office (New Zealand) and clearly marked as such to be deemed official.

Complaints are recorded and a copy of the complaint is sent to the person or persons about whom the complaint has been made for their response.

In Australia complaints will be investigated in the first instance by the State Manager of the relevant AMEB State Office. If the response provided is deemed unsatisfactory by the complainant, the investigation will be referred to AMEB Federal Office and a decision will be made about whether the complaint should be upheld after reviewing all the evidence presented. The candidate/teacher/centre representative and the person or persons about whom the complaint was made may be contacted for further information.

AMEB Rockschool would expect to inform the complainant(s) of the outcome of an initial investigation within five days. For cases involving detailed investigation AMEB will inform the complainant(s) within 20 days.

Should there be any delay in the process, candidates, teachers and centre representatives will be informed of the revised timescale as soon as possible.

6. Unresolved complaints

Should the complainant be unhappy with the findings and decision, several options are open. If the complaint was related to an examination or assessment and they feel they have grounds for an appeal, they can make an official appeal to AMEB Rockschool using the appropriate Appeals Policy.

If the complaint was related to an instance of suspected malpractice, AMEB may implement its Malpractice and Maladministration Policy and investigate the complaint in relation to malpractice or maladministration.

7. Monitoring the process

In order that AMEB Rockschool can improve services to candidates and other clients, the receipt of complaints and responses to them will be monitored. A regular report on the outcome of the monitoring process will be made to RSL UK. This will enable AMEB and RSL to continuously improve its services and ensure an inclusive, consistent and constructive approach to complaints. The effectiveness of the Complaints Policy will also be kept under review and, where appropriate, changes will be made.

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