

UCAT Consortium Appeals Policy

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1. Introduction

- 1.1. The UCAT Consortium is the operating name of the UKCAT Consortium. Our admission tests are *delivered* by our business partner Pearson VUE (PVUE).
- 1.2. This policy applies to:
 - 1.2.1. Candidates undertaking, attempting to undertake or seeking advice regarding our admission tests.
 - 1.2.2. Individuals who have made a request for information under the Freedom of Information Act or a Subject Access Request under the Data Protection Act.
- 1.3. The UCAT Consortium does not deal with complaints about admissions decisions, which should be addressed to the individual University concerned.
- 1.4. Appeals will be dealt with quickly and treated seriously. However, complaints should not be made frivolously, vexatiously or with malice, and if they are we will not investigate them.
- 1.5. A flowchart setting out how we deal with candidate incidents, complaints and appeals is included as [Appendix A](#).
- 1.6. Our website [Test Day](#) page sets out what candidates can expect when taking their test. This includes information regarding:
 - Our Fit to Test Policy
 - UCAT Exam Rules
 - The test centre experience and environment
 - Test day problems
- 1.7. Our [Test Incident](#) page outlines how incidents are initially investigated by PVUE.
- 1.8. The [Test Incident](#) page sets out what candidates need to do if they are not happy with the outcome of the PVUE investigation and want their incident reviewed by the UCAT Office.

2. Appeal against the outcome of the UCAT Office Review of my case

- 2.1. You may **appeal** to the UCAT Board if you are not happy with the outcome of a review of any incident by the UCAT Office.
- 2.2. The Board will only consider appeals made in writing to the following address:
Chief Operating Officer, The UCAT Consortium, WD1418 D Floor West Block, Queen's Medical Centre, Nottingham, NG7 2UH or email ucat@nottingham.ac.uk

- 2.3. When submitting an appeal, you need to be clear as to the grounds of your appeal, submit supporting evidence, outline any informal attempts to resolve this issue (e.g. previous contact with the UCAT Office and PVUE) and indicate what outcome you want.
- 2.4. Appeals should be submitted in a timely manner, which should normally be within 5 working days of receiving a response to your request for a review of the incident by UCAT.
- 2.5. UCAT will acknowledge receipt of the appeal. In considering the appeal we will:
- ensure the review is concluded as quickly as possible, without unnecessary delay;
 - meet or make contact with other parties relevant to the appeal (e.g. Pearson VUE), if we feel this may assist our understanding;
 - take all the evidence into account in the process of making a decision;
 - handle the appeal sensitively, especially where individuals are named;
 - set out our decision in writing and if the decision has a practical consequence, make sure this happens as intended, and in good time.
- 2.6. Documentation for an appeal will be collated by a member of UCAT office staff. The appeal itself will be considered by a member of the UCAT Board who has not had any involvement with the case prior to the appeal.

3. Appeal against the outcome of a Freedom of Information (FOI)/Data Protection Act (DPA) request

- 3.1. Individuals may make requests for information to the UCAT Consortium under FOI or request access to their personal data under the DPA. Requests will be dealt with in line with guidance issued by the Information Commissioner's Office (ICO).
- 3.2. If you feel that the service you have received does not meet these aims or your expectations, in the first instance please contact:
- The UCAT Consortium, WD1418 D Floor West Block, Queen's Medical Centre,
Nottingham, NG7 2UH or email ucat@nottingham.ac.uk
- 3.3. If having contacted us you are not satisfied with the response you receive, please contact us again and we will ask a member of the UCAT Board to review the response.
- 3.4. Please note that requests for a review of our response must be received within forty days of the date of that response.
- 3.5. If you remain dissatisfied after following these steps, you can complain to the ICO. You should do this within two months of receiving the UCAT Consortium's final response to your complaint. For further advice on making a complaint to the ICO, please see their website at <https://ico.org.uk/>

Appendix A: Flowchart for dealing with Candidate Incidents

