

UCAT Consortium Complaints Policy 2026

1. Introduction

The UCAT Consortium is the operating name of the UKCAT Consortium. Our admission tests are delivered by our business partner Pearson Professional Assessments ('Pearson').

The UCAT Consortium has official policies which guide its work in specific areas. Each policy is reviewed on an annual basis and any updates reflected in operational processes, website information and other communications to candidates. Where appropriate, policies are made available on the UCAT website.

UCAT policies are underpinned by its commitment to equality, diversity and inclusion (EDI). Any substantial amendments to policies are considered in the light of their impact on EDI.

This policy applies to candidates undertaking, attempting to undertake or seeking advice regarding our admission tests.

2. Third Parties

We normally expect candidates to submit their own complaints.

If a parent, guardian, or other appropriate third party submits a complaint on behalf of a candidate, the UCAT Consortium requires the candidate to give express written consent for the third party to act on their behalf. Updates or outcomes will be communicated directly to the candidate and the third party. The UCAT Consortium may also need to collect information or evidence directly from the candidate to conduct a thorough investigation.

3. General Complaints About Service Levels

If a candidate is dissatisfied with the service they received regarding test booking, customer service, or test delivery, and their complaint is not covered by any other [UCAT Policy](#), they should first submit a written complaint to the [UCAT Consortium office](#).

The UCAT Consortium office will acknowledge receipt of the complaint.

The UCAT Consortium office will investigate the complaint and provide a written outcome to the candidate usually within five working days. Candidates will be informed if the investigation (due to complexity) takes longer than this.

The UCAT Consortium does not deal with complaints about admissions decisions, which should be addressed to the individual University concerned.

Complaints 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.