UAT-UK Complaints and Appeals Policy

Please note that for complaints from a candidate relating to any aspect of the delivery of their test, including their experience in a Pearson Test Centre, **UAT-UK will only accept complaints that have exhausted all complaints channels at Pearson first**.

Please refer to our **Test Incident Policy** for more information on complaints relating to issues during testing.

UAT-UK and Pearson aim to ensure that your test goes ahead in the best possible way. However, occasionally, things can go wrong, and we always try to take appropriate action to put things right. If, following this, a candidate is not satisfied with the service they have received from Pearson or the UAT-UK office, or wants to appeal a decision that has been made, this policy sets out the processes and procedures that must be followed in order to deal with the issue in the most appropriate and efficient way. **A summary flow chart of this document is provided in the appendix on page 5.**

1. Introduction

1.1 A complaint or appeal to the UAT-UK office will only be accepted and investigated where a candidate has followed the correct procedure set out in the relevant **UAT-UK policy** and has exhausted all avenues with **Pearson Customer Services**, where applicable.

1.2 Where a parent, guardian, or other appropriate third party makes a complaint or appeal on behalf of a candidate, UAT-UK will only be able to provide a full outcome where the candidate has provided express written consent for that third party to act on their behalf and receive details about their case. Any outcome or update will be communicated to the candidate directly, as well as the third party. UAT-UK may also need to collect information or evidence from the candidate directly in order to conduct a full investigation.

1.3 UAT-UK will **not** accept any complaint or appeal relating to the admission decisions of the Universities that use our tests.

2. General complaints about service levels

2.1 If a candidate is unhappy with any aspect of service they have received in relation to the booking of their test, the level of customer service experienced, or the delivery of their test, that does **not** fall within the remit of the **Test Incident Policy**, they should make a complaint in writing to **Pearson Customer Services**, in the first instance.

2.2 Pearson will investigate the complaint and report the outcome, in writing, to the candidate, within five working days of the conclusion of their investigation.

2.3 If a candidate wishes to appeal the outcome of a complaint made via Pearson, this can be done by contacting the UAT-UK office. You can do this using the online appeals form in your online account. Appeals will not normally be accepted via any other channel.

2.4 The UAT-UK office will liaise with Pearson to review any evidence related to the original issue, and check that the complaint was handled to a satisfactory standard, within the timeframe set out.

2.5 UAT-UK will provide an outcome to the candidate, in writing, within 10 working days.

2.6 The decision of the UAT-UK office is final. There is no further right to appeal.

3. Issues arising during your test

3.1 Where an issue arises during your test that disrupts or stops your test entirely, including where a candidate falls ill whilst testing, this is covered by the **UAT-UK Test Incident Policy**.

3.2 Candidates must ensure they are familiar with this policy, and that any incident or disruption has been logged by Test Centre staff and a case ID number has been assigned. This will allow Pearson and UAT-UK to verify what has happened.

3.3 If you did not report the incident at the Test Centre, you can do so within **24 hours of your test**, in writing to **Pearson Customer Services**. Incidents reported more than 24 hours after testing will not be investigated.

3.4 If you reported your issue at the Test Centre and it was not resolved satisfactorily, you can request a further investigation, in writing, to **Pearson Customer Services** within **three days** of your test.

3.5 Investigations into test incidents will be carried out by Pearson in the first instance.

3.6 Once an incident investigation request has been submitted, Pearson will report the outcome to the candidate by email within **5 working days**.

3.7 The **UAT-UK Test Incident Policy** outlines the possible outcomes of an investigation. If a candidate is unhappy with the outcome from Pearson, they can appeal to the UAT-UK office. You can do this using the appeals form in your online account.

3.8 The UAT-UK office will liaise with Pearson to review any evidence related to the original issue, and check that the complaint was handled to a satisfactory standard, within the timeframe set out.

3.9 UAT-UK will provide an outcome to the candidate, via email, within **10 working days**. This will be sent to the email address registered by the candidate on their UAT-UK account.

4. Other complaints and appeals

Alleged Misconduct

4.1 Where UAT-UK and Pearson have investigated alleged misconduct, the candidate(s) involved will be provided with an opportunity to respond to the case presented. The full process is set out in the **UAT-UK Misconduct Policy**.

4.2 The UAT-UK office will submit a report, along with the candidate's response, to two members of the UAT-UK Board of Directors.

4.3 The decision made on behalf of the UAT-UK Board of Directors is final. There is no further right to appeal.

Requests for Special Consideration

4.4 Where a candidate suffers from serious and unforeseen circumstances, outside of their control, in the lead up to the test sitting they should refer to the **UAT-UK Special Consideration Policy**.

4.5 Candidates are unable to appeal the decision of the UAT-UK office in relation to special consideration.

Test Results

4.6 Appeals in relation to test results will **not** be accepted by Pearson or UAT-UK.

Statement on the Use of 'Inspect Element' and the Editing of HTML

UAT-UK is aware that ahead of the release of results in November 2025, social media threads between candidates contained discussions about how to use web development tools to view and edit html code on our platforms, including the candidate dashboard and the Pearson system.

The only verified and valid scores are those provided to an institution directly from UAT-UK. All results have passed all quality assurance checks and there are no known issues with any marks. All scores have, and remain, consistently and accurately presented in candidate accounts.

Screenshots or videos of the candidate portal will not be accepted as a valid report of test scores as they cannot be verified.

Applications for Bursaries and Access Arrangements

4.7 All applications for bursaries and access arrangements are handled carefully by the UAT-UK office with due consideration.

4.8 UAT-UK uses the Joint Council for Qualifications (JCQ) guidance as best practice in assessing access arrangements requests.

4.9 Where evidence is missing, does not fully meet the stated requirements, or is unclear, the UAT-UK office will liaise directly with the candidate.

4.10 The decision of the UAT-UK office is final, and no further appeals will be accepted.

5. Requests for Information

5.1 Individuals may choose to make a general request for information from UAT-UK as a Freedom of Information request, or request access to the personal information held by UAT-UK under a Subject Access request. All requests will be dealt with in line with guidance issued by the Information Commissioner's Office.

5.2 To make a request, it must be sent in writing to uatdata@esat-tmua.ac.uk

Please see below, on Page 6, for a summary flowchart of our channels for complaints and appeals.

Last Updated April 2026

Appendix – Routes of Complaint or Appeal for UAT-UK Candidates

