

# 投訴程序 Complaints Procedure

## 何謂“投訴”？

“投訴/complaint”的定義是“就考試的運作及相關服務對營辦考試的組織或其代理所表達的不滿”。投訴並非“上訴/appeal”，除非它牽涉到個別考官所作的決定，或牽涉到考試程序的違反[關於上訴理據，請閱《查詢及上訴政策》]。

## 誰可投訴？

據現行政策，凡尋求或接受香港粵劇學者協會粵曲考級試服務的任何人士均有權投訴。考生或其教師可以個人或集體名義作出投訴。

不具名的或由考生、教師以外的第三方面所作出的投訴，由粵曲首席考官酌情處理。他判斷為有麻煩或帶惡意的投訴，會轉由粵曲考級試委員會召集人決定如何回應。

## 保密性

所有投訴均予保密，也期望所涉各方在過程中均對保密原則予以尊重。投訴影響所及的人士對投訴的事實及性質有知情權。

## 投訴的程序

粵曲考級試委員會務求對所有投訴都作出適切而合理的處理。如認為投訴得宜，所作出的決定會包括適切的補救措施，並會知會投訴者。如認為投訴不得宜，有關判決也會知會投訴者。

只有書面投訴才視為正式投訴，投訴人須通過電郵 [info@hkacos.com](mailto:info@hkacos.com) 遞交投訴文本。除非在十天內撤回，否則每個書面投訴均視為正式投訴。投訴會紀錄在案，副本送交被投訴人士，俾作回應。

粵曲考級試首席考官會對投訴作出初步調查。如投訴的性質使得他認為有需要作進一步調查，他會將資料轉呈粵曲考級試委員會召集人。後者會在考慮所有證據後決定投訴是否得宜；不排除會接觸考生/教師以及被投訴人士作進一步瞭解。

粵曲考級試委員會會盡力及早處理所有投訴，一般會在收到投訴後 28 天內讓投訴者得悉調查結果。

如過程預期有所延誤，考生及其教師會被知會。如原定人員因事無法處理投訴，不排除適當地另作安排，以確保事情得到適切處理。

## 對投訴事宜的檢視

粵曲考級試委員會會對投訴的接收和回應作出密切檢視，以便對考生及其他服務對象的服務質量能持續地提高。這樣，在對投訴的整體處理上就既能維持一貫性又能積極解決問題。投訴程序的有效性會不時作出檢視，適當時候會作出更改。

# Complaints Procedure

## What is a complaint?

A complaint is defined as an expression of dissatisfaction about the provision of an examination or any other service provided by the awarding body or its representatives. A complaint is not defined as an appeal unless it concerns the decisions made by an individual examiner or a breach of examination procedures (please see the Enquiries and Appeals Policy for the grounds for appeal).

## Who can complain?

Anyone who seeks or receives a service from LCM Examinations or its representatives may lodge a complaint under this policy. Matters of concern may be raised individually or collectively by candidates or teachers.

Where LCM Examinations receives anonymous or third party complaints these will be dealt with at the discretion of the Chief Examiner. Where there is reason to believe that a complaint is vexatious or malicious, the matter will be referred to the Director who will decide how to respond.

## Confidentiality

LCM Examinations will treat all complaints as confidential and 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.

## Procedure for complaints

In the case of all complaints, LCM Examinations seeks to ensure that appropriate and reasonable action is taken. Where a complaint is justified, any appropriate remedial action will be notified as part of the decision. If a complaint is not justified at any stage, the reasons for the decision will be communicated to the complainant.

Any complaint received by LCM Examinations will be treated as official unless the complainant informs us otherwise within ten days of the original complaint made. All complaints must be made in writing to be deemed official. Complaints are recorded and a copy of the complaint is sent to the person about whom the complaint has been made for their response.

Complaints will be investigated in the first instance by the Chief Examiner. If it is found that the nature of the complaint warrants further investigation, the Chief Examiner will pass on the information to the Director who will make a decision about whether the complaint should be upheld after reviewing all the evidence presented. The Director may decide to contact the candidate/teacher and the person about whom the complaint was made for further information.

LCM Examinations expects to deal with all complaints in a timely manner and would expect complainants to receive information about the outcome of LCME's investigations within 28 days from the original complaint being made.

Candidates and teachers will be informed if there are likely to be any delays in the process. In the event that key staff are unavailable to progress the complaint, alternative arrangements may be made, if appropriate, to ensure the matter is dealt with appropriately.

## Monitoring the Process

In order that LCM Examinations can improve services to candidates and other clients, the receipt of complaints and responses to them will be monitored. This will enable LCME to continuously improve its services and ensure an inclusive consistent and constructive approach to complaints. The effectiveness of the Complaints Procedure will also be kept under review and, where appropriate, changes will be made.