

## CISI Candidate Policy 3: Examination Delivery Complaints

This policy relates to candidates wishing to complain about the way their examination was delivered.

### 3.1 Rationale

The CISI makes every effort to ensure timely delivery of examinations without environmental disruption. However, environmental factors, such as external noise or extreme temperatures can (though rarely) affect examination room conditions.

### 3.2 At the examination venue

Candidates who feel a delay in the start of an examination or an environmental issue (for example: room temperature, external noise or disturbance) could negatively affect their examination experience should raise this with the invigilator immediately. Every effort will be made to resolve the issue at the time and the details will be formally logged by the invigilator on the examination report for the CISI.

### 3.3 After the examination: online feedback form

Candidates are invited to complete an Exam Venue & Delivery Issue Feedback Form located on the CISI website:

[Candidate Feedback](#)

The form needs to be submitted within 48 hours of their examination if they wish to lodge a complaint. Candidates attempting to submit a delivery complaint informally by telephone or email will be requested to use the standard form (link above) as it ensures consistent and appropriate investigation. The Customer Support Centre is happy to complete a feedback form on behalf of individual candidates who do not have internet access.

### 3.4 Responses

The circumstances surrounding the complaint will be investigated and a response including any appropriate follow up action on the part of the CISI will be communicated within 10 working days.

Where a complaint has been substantiated the facts will be drawn to the attention of the panel of expert practitioners during the moderation process to ensure appropriate consideration is made. The judgement and decision of the CISI is final. In the case of examination delivery complaints **it is not the policy of CISI to adjust grades after the assessment process is complete.**