

Enquiries Policy

1. What does this policy document cover?

1.1 This document describes LCME's policy on general enquiries and enquiries about results.

2. Who is the document for?

2.1 This policy applies to candidate(s), parents of candidates under 18 years of age acting on their behalf, and bookers.

3. How do I submit a general enquiry to LCME?

3.1 If you have any enquiries concerning any aspect of LCME service, you can submit an enquiry to LCME. Enquiries may include:

- Syllabus queries
- Where is my certificate?
- Where are my results?
- Confirmation of suitable pieces
- Request to transfer candidate
- Request to transfer to digital assessment
- Policies and processes regarding digital examinations
- Thesis queries
- Publications queries
- Queries about import files
- Late entries
- Special considerations
- Reasonable Adjustments
- Enquiries about results (*see below for more information*)
- Other

3.2 To raise an enquiry you must complete the enquiry form at lcme.uwl.ac.uk/contact/. Please include as much detail as you can, to enable us to investigate quickly and efficiently.

4. How do I submit an enquiry about a result?

4.1 If you want to query a result, please fill in the form at lcme.uwl.ac.uk/contact/. Please include as much detail as you can, to enable us to investigate your enquiry quickly and efficiently.

4.2 The academic team will attempt to resolve your enquiry. If you are not satisfied with the response, you are welcome to submit a formal appeal. Please see the LCME Appeals Against Results Policy for more information.

4.3 If the investigation results in a higher attainment band being awarded, then a replacement certificate will be issued free of charge, once you have either provided evidence of the destruction of the original or returned it to us.

5. What happens next?

5.1 LCME will acknowledge receipt of your message within **3 working days**, and aims to provide a response within a further **5 working days thereafter**.

Glossary of Terms

Booker	means a third party (i.e. parent, teachers, centres) who makes an examination booking on behalf of a candidate.
Candidate	means an individual who is registered with LCME to undertake an LCME examination.
LCME	means London College of Music Examination

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