

## BCAA LANGUAGE PROFICIENCY ASSESSMENT APPEAL PROCEDURE

### Feedback/dispute/complaint form:

*This document is to be used as a standard form for a candidate to provide feedback to a Language Assessment Body (LAB), regarding a language proficiency assessment taken by their assessors. This document is also to be used in case of request for feedback regarding the language proficiency assessment, in a first stage and utter a dispute/complaint (only!) in a second stage, if upon receiving feedback from the LAB, the candidate and the LAB still cannot reach agreement, a dispute/complaint procedure can be launched as a second stage. BCAA is not to be included in these proceedings, until stage 1 and 2 have been completed/exhausted.*

#### 1. STAGE 1a: Details of the candidate (to be filled in by the candidate):

Name of the candidate: ..... Candidate ID: .....

Date and location of the assessment: .....

Nature of the communication (stage 1a):

Provide feedback / Tips to the LAB

Request feedback regarding the grading, or other aspects of the language proficiency assessment, performed by the LAB

Further explanation/elaboration by the candidate:

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Signature of the candidate:

Date:

*This document is to be sent to the CMM of the LAB that provided the language proficiency assessment*

**2. STAGE 1b: Feedback by the CMM of the LAB:**

Name of the CMM: ..... LAB ID:.....

Feedback by the CMM:

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Proposed action plan by the CMM:

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Signature of the CMM:

Date of communication to candidate:

**3. STAGE 2a: Complaint/dispute by the candidate:**

Upon receiving feedback from the LAB, I wish to express a dispute/complaint regarding:

- Content of the language proficiency assessment
- Procedures applied by the LAB / Lack of compliance to the LAB's procedures
- Grading of the language proficiency assessment
- Attitude / behavior / actions of the assessor(s)/LAB Management/Post Holders
- Other:

Motivation by the candidate:

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Signature of the candidate:

Date of communication to LAB:

### 3. STAGE 2b: Treatment of the complaint/dispute by the AM of the LAB:

Name of the AM: ..... LAB ID:.....

Date of reception of the complaint/dispute (stage 2): .....

Investigative actions taken by the AM, regarding the dispute/complaint:

- Review of the recording of the language proficiency assessment, date:
- Interview of the assessors involved in the language proficiency assessment, date:
- Review of the procedures applied by the LAB, compliance with the LAB's procedures
- Review of the grading of the language proficiency assessment
- Review of the Attitude / behavior / actions of the assessor(s)/LAB Management/Post Holders
- Other:

Motivation by the Accountable Manager (AM) of the LAB:

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Decision by the Accountable Manager of the LAB:

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Proposed action plan by the Accountable Manager of the LAB:

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Decision and action plan accepted by the candidate?  YES  NO

Signature of the AM:

Signature of the candidate:

*If a settlement cannot be reached between the LAB and the candidate, mediation by the National Coordinator of Language Proficiency of BCAA may be requested (ONLY if stages 1 and 2 have been correctly applied and exhausted). Please contact [Bcaa.lic.dir@mobiliteit.fgov.be](mailto:Bcaa.lic.dir@mobiliteit.fgov.be) and include a copy of the entire document. Both the LAB and the candidate may in that case apply for mediation in the dispute.*