



International and Professional Examinations Division 國際及專業考試部

FAQ about Complaints and Irregularities 投訴及報告考試異常情況問與答

Q 1 : When can I lodge a complaint?

A : Candidates may lodge a complaint to the HKEAA, unless otherwise specified by the examination boards, if they find anything that deviates from the stipulated examination procedures.

If you are dissatisfied with the services received from the International and Professional Examinations Division or would like to formally contact us regarding our policy or practices, you may also lodge a complaint.

問 1 : 我應何時作出投訴?

答 : 考生若在應考時發現任何偏離既定考試程序的異常情況，除主考單位另行規定外，均可向考評局作出投訴。

若你對國際及專業考試部的服務、政策或程序感到不滿，亦可作出投訴。

Q 2 : Can I lodge a complaint regarding the examination centre's environment or physical conditions that I believe have affected my performance?

A : The HKEAA enlists examination centres' assistance in providing a suitable examination environment for candidates and conducting the examination according to the stipulated procedures. **No special consideration** will be given to candidates who do not report unsatisfactory conditions at the centre but subsequently claim that their performance has been affected by:

- ◆ **Normal background noise at examination centres** - Candidates should not expect complete silence in the examination centre as they will not be completely shielded from normal background noise (e.g. from outside vehicles, normal school activities, school bells, etc.) during an examination.
- ◆ **Unsuitable room temperature** - Candidates are advised to bring a jacket with them to an air-conditioned examination centre.
- ◆ **Undesirable centre conditions** - Candidates who find any undesirable conditions at their seat (e.g. insufficient lighting, noise disturbance, dripping water, etc.) should **seek help from an invigilator at once**. If the need is genuine and a spare seat is available at the centre, the invigilator may arrange a seat change for the candidate. **Any complaint about undesirable centre conditions must be lodged at the examination centre.**
- ◆ **Insufficient examination time given** (unless there is substantiating evidence from the examination centre).
- ◆ **Having no clock or not being able to view the clock in the examination centres.**

問 2 : 若認為試場環境影響我的表現，可否作出投訴?

答 : 考評局已敦促試場為考生提供合適的環境應試，並按照既定的考試程序進行考試。若考生沒有於試場內作出報告，但於考試後就以下情況的投訴將**不獲特別考慮**：

- ◆ **一般試場的雜音**：考生不應預期試場為一個絕對寧靜環境，考生於考試期間難免會聽到一些雜聲（例如：外來的汽車聲、一般學校活動或課堂鈴聲等）。
- ◆ **不合適的試場溫度**：考生前往設有空調的試場應自備外套。
- ◆ **不理想的試場環境**：倘若考生發現其座位情況不理想（例如：燈光不足，噪音滋擾或有滴水情況等），應該立即向監考員求助。如果有關情況屬實，而試場有其他座位，監考員可能會為該考生安排其他座位。**有關試場情況不理想的投訴，考生必須在試場內向監考員提出。**
- ◆ **考試時間不足**（除非試場能提供確實證據）。
- ◆ **試場內沒設時鐘或未能看見試場內的時鐘。**

Q 3 : I believe my performance in the listening test was not satisfactory due to the poor reception or sound quality. Can I lodge a complaint?

A : For listening tests, complaints from candidates who claim to have encountered reception problems or sound quality but did not raise on site and seek help from an invigilator will **NOT be entertained**. Candidates who are dissatisfied with the reception or sound quality of the listening test in the examination room should seek help from an invigilator at once. **Any complaint about poor reception or sound quality must be lodged at the examination centre.**

問 3 : 若於聆聽考試時遇到接收或音效問題而影響我的表現，可否作出投訴?

答 : 於聆聽考試時，考生如遇到接收或音效問題，但並沒有即時在試場內向監考員提出，有關問題的情況將**不獲處理**。考生如對試場內的接收或音效情況不滿意，應立即向監考員提出。**所有有關接收或音效問題的投訴必需於試場內提出。**

Q 4 : What information do I need to provide if I want to lodge a complaint about the examination environment on site?

A : Complaints about the **examination centre environment** (e.g. insufficient lighting, loud noise disturbance, etc.) and **reception or sound quality in the listening test** must be made with the Centre Supervisor/invigilator at the examination centre. Candidates should provide specific information about the undesirable condition(s) encountered (e.g. time and duration of the noise/disturbance) before they leave the examination centre. Subsequent complaints of performance being affected by undesirable centre conditions or reception problems after the examination will **NOT** be entertained.

問 4 : 就有關試場環境的投訴，我需要提交什麼資料?

答 : 有關**試場環境**（例如：燈光不足、高聲量的噪音滋擾等）及**聆聽考試的接收或音效問題**，考生必須於試場內向試場主任／監考員提出。考生必須於離開試場前作出投訴，並須提供不理想試場環境情況的細節（例如：噪音／滋擾出現的時間及持續時段）。考生於考試後始就其考試表現受到不理想的試場情況或接收問題影響的投訴將**不獲處理**。

Q 5 : I believe the examiner's accent and facial expression impacted my performance in speaking or practical examination. Can I lodge a complaint against him/her?

A : For speaking or practical examination, complaints about the following circumstances will **NOT be entertained** unless otherwise specified by the examination boards:

- ◆ **Mannerisms and facial expressions of examiners or other candidates** in a speaking or practical examination are not regarded as an examination irregularity or deviation from stipulated examination procedures.
- ◆ **Domination/interruption by other candidates in the same group or interruption by the oral examiners in the group discussion when normal procedures are being followed in a speaking examination:** Examination procedures are in place to allow all candidates a fair chance to participate in the group interaction. In this regard, oral examiners will take appropriate action if they feel that any candidate is dominating/interrupting the group interaction. The marking of dominating candidates will also be handled appropriately.

問 5 : 若認為主考員的態度或面部表情影響我在口試或術科考試的表現，可否對他作出投訴?

答 : 在進行口試或術科考試過程中，除主考單位另行規定外，有關下列情況的投訴將**不獲處理**：

- ◆ 在考試過程中**主考員或其他考生的態度或面部表情**不能被視為考試異常情況或偏離既定的考試程序。
- ◆ **其他考生壟斷發言／考試按照正常程序進行下被同組其他考生或口試主考員在小組討論期間中斷發言**：考試設有既定程序，以確保所有考生在自由發言時得到均等的發言機會。若發現有任何考生壟斷發言，主考員會作出適當跟進，並會對壟斷發言考生的評分作出適當的處理。

Q 6 : How do I lodge a complaint?

A : Candidates may lodge a complaint with the Centre Supervisor at the examination centre and request him/her to report it to the HKEAA. The complainants and other candidates concerned will be required to fill in a report after the examination session has ended. Alternatively, they may lodge a complaint **within 7 calendar days** after the date of the examination by one of the following channels, or unless otherwise specified by the examination boards, except for complaints about the afore-mentioned circumstances which must be made on site (see Q2 and Q3 above.)

If you are dissatisfied with the services received from the International and Professional Examinations Division, you may lodge a complaint **within 7 calendar days** after the date of the services by one of the following channels:

Write directly to the Manager - Examinations Administration, International and Professional Examinations Division of the HKEAA

- by post (Address: 17 Tseuk Luk Street, San Po Kong, Kowloon, Hong Kong); or
- fax (+852 3628 8790); or
- email (ie@hkeaa.edu.hk)

問 6 : 我應如何作出投訴?

答 : 考生可在試場內向試場主任投訴，並請其提交報告予考評局，投訴者及其他有關考生或需於該節考試結束後就事件填寫報告；除主考單位另行規定及上述需要於試場內提出的投訴（見問2 及 問3）外，考生亦可最遲於考試日後**7日內**，透過以下其中一個途徑提出。

若你對國際及專業考試部的服務感到不滿，亦可最遲於服務提供日後**7日內**，透過以下其中一個途徑提出。

向香港考試及評核局國際及專業考試部經理 - 考試行政**提出書面投訴**

- 郵寄（地址：九龍新蒲崗爵祿街17號3樓）；或
- 傳真（+852 3628 8790）；或
- 電郵（ie@hkeaa.edu.hk）

Q 7 : Can I lodge a complaint after the 7 calendar days deadline?

A : **Complaints lodged beyond the deadline will NOT be accepted.**

問 7 : 我可否於考試日或服務提供日後 7 日作出投訴?

答 : 在 7 日的指定期限後提出的投訴將不獲處理。

Q 8 : When will I receive a reply from the HKEAA?

A : Normally, the HKEAA will reply to the complainant within 5 working days upon receipt of their complaints. When necessary, the HKEAA may seek advice from the examination board concerned.

問 8 : 我何時會收到考評局的回覆?

A : 在一般情況下，考評局會在收到投訴的5個工作天內回覆投訴者。若有需要，考評局會向主考單位尋求意見。

Q 9 : What information do I need to provide when I lodge a complaint?

A : When lodging a complaint, complainant must provide as detailed and accurate information as possible, including but not limited to, the examination name and series, name, candidate number, seat number, examination centre, date and time of the examination/services received, subject/paper sat for and other specific information relating to the cause of complaint. When necessary, the HKEAA may transfer the complaint to the examination board concerned.

問 9 : 在提出投訴時，我需要提交什麼資料?

答 : 在提出投訴時，投訴人必須提供詳細及準確的資料，包括但不限於考試名稱及季度、姓名、考生編號、座位編號、試場名稱、考試／接受服務日期及時間、考科目／卷別，及與投訴事項有關的具體資料。若有需要，考評局會轉介相關投訴予主考單位。

Q 10 : I do not want to disclose my name and personal details when lodging a complaint. Is that acceptable?

A : Anonymous complaints or where the complainant provides no, insufficient, or inauthentic contact and identity information will **NOT be processed**.

問 10 : 在提出投訴時，我並不希望提交姓名及個人資料，這可否受理?

答 : 匿名投訴或未能提供足夠、真實的聯絡資料和身份的投訴將**不獲處理**。