



Exams Complaints and Appeals Policy & Procedure Exam Centre 36524

Implementation Date	September 2022
Review Date	September 2023
Reviewer	Exams Officer

Complaints and Appeals Policy (Exams)

Purpose of the Policy

This policy confirms Bents Green Schools compliance with JCQ's General Regulations for Approved Centres (Sept 2022 to August 2023, section 5.8) that the centre will draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification.

Grounds for complaint

A candidate (or their parent/carer) may make a complaint on the grounds below (this is not an exhaustive list).

Teaching and learning

- Quality of teaching and learning, for example;
 - Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
 - Teacher lacking knowledge of new specification/incorrect core content studied/taught
 - Core content not adequately covered
 - Inadequate feedback for a candidate following assessment(s)
- Pre-release/advance material/set task issued by the awarding body not provided on time to an exam candidate
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- The marking of an internal assessment (centre assessed work), which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body
- Candidate not informed of their centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of their centre assessed marks in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body
- Candidate not given sufficient time to review materials to make a decision whether to request a review of centre assessed marks
- Candidate unhappy with internal assessment decision (complainant to refer via Laura Rzepinski, Head of Centre) to the centre's Internal Appeals Procedure)
- Centre fails to adhere to its Internal Appeals Procedure

Access arrangements and special consideration

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding their access arrangements
- Candidate did not consent to record their personal data online (by the non-acquisition of a completed candidate personal data consent form)
- Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
- Exam information not appropriately adapted for a disabled candidate to access it
- Adapted equipment/assistive technology put in place failed during exam/assessment
- Approved access arrangement(s) not put in place at the time of an exam/assessment
- Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment Entries
- Candidate unhappy with centre decision relating to access arrangements or special consideration (complainant to refer via Laura Rzepinski, Head of Centre to the centre's Internal Appeals Procedure)
- Centre fails to adhere to its Internal Appeals Procedure

Entries

- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- Candidate not entered/entered late (incurring a late entry fee) for a required exam/assessment
- Candidate entered for a wrong exam/assessment
- Candidate entered for a wrong tier of entry

Conducting Examinations

- Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place
- Room in which exam held did not provide candidate with appropriate conditions for taking the exam
- Inadequate invigilation in exam room
- Failure to conduct exam according to the regulations
- Online system failed during (online) exam/assessment
- Disruption during exam/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Eligible application for special consideration for a candidate not submitted/not submitted to timescale
- Failure to inform/update candidate on the accepted/rejected outcome of a special consideration application if provided by awarding body

Results and Post-results

- Before exams, candidate not made aware of the arrangements for post-results services and the accessibility of senior members of centre staff after the publication of results
- Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of an enquiry
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- Candidate (or parent/carer) unhappy with a result (complainant to refer via exams officer to awarding body post-results services)
- Candidate (or parent/carer) unhappy with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal (complainant to refer via Laura Rzepinski, Head of Exam Centre)
- Centre applied for the wrong post-results service/for the wrong exam paper for a candidate
- Centre missed awarding body deadline to apply for a post-results service
- Centre applied for a post-results service for candidate without gaining required candidate consent/permission
- Centre fails to adhere to its Internal Appeals Procedure

Complaints Procedure

If a candidate (or their parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification they are following, Bents Green School encourages them to try to resolve this informally in the first instance. A concern or complaint should be made in person, by telephone or in writing to the Head of Centre. If a complaint fails to be resolved informally the candidate (or their parent/carer) is then at liberty to make a formal complaint.

How to make a formal complaint

- A complaint should be submitted in writing to the Head of Centre by completing a Complaints and Appeals form in appendix A
- Complaints received will be logged by the centre and acknowledged within 2 School days.

How a formal complaint is investigated

- The Head of Centre will further investigate or appoint a member of the Senior Leadership Team (who is not involved in the grounds for complaint and has no personal interest in the outcome) to investigate the complaint and report on the findings and conclusion
- The findings and conclusion will be provided to the complainant within 2 school weeks

Links with other Policies

Exams Policy

Internal Appeal Procedure

This policy will be reviewed on an annual basis by the Exams Officer or earlier if there are changes to

- The exams system or
- JCQ or any other awarding body guidance whose qualifications the centre offers

This Policy is available on the school's staff shared area, website and the Exams Office.

Complaints and Appeals form

For centre use onlyDate
receivedReference
number

Please tick box to indicate the nature of your complaint/appeal

- ☐ Complaint/appeal against the centre's delivery of a qualification
- ☐ Complaint/appeal against the centre's administration of a qualification

Name of
Complainant/appellantCandidate name if different
from above

Please state the grounds for your complaint/appeal below

If your **grounds are** lengthy please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say. Your appeal should identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate. If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s)

Complainant/appellant signature:

Date:

This form must be completed in full; an incomplete form will be returned to the complainant/appellant

Appendix B

Internal Appeals form

For centre use only

Date
received

Reference
number

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

- ☐ Appeal against an internal assessment decision and/or request for a review of marking
- ☐ Appeal against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

Name of Appellant		Candidate name if different	
Awarding Body		Exam Paper code	
Subject		Exam paper title	

Please state the grounds for your appeal below

If applicable, tick below)

Where my appeal is against an internal assessment decision I wish to request a review of the centre's Marking

If necessary continue on an additional page

Complainant/appellant signature:

Date:

This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure