



## **Complaints Policy (Exams)**

Agreed date: Autumn 2024

Review date: Autumn 2025

Responsibility of: Exams Manager

## **Purpose of the policy**

This policy confirms Reepham High and College's (RHSC) compliance with JCQ's General Regulations for Approved Centres (section 5.3, 5.8) in drawing to the attention of candidates and their parents/carers **our** written complaints policy which **covers** general complaints regarding the centre's delivery or administration of a qualification and our internal appeals procedure.

## **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
- ▶ 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 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 signed data protection notice/candidate data personal 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
- ▶ Candidate unhappy with centre decision relating to access arrangements or special consideration (complainant to refer 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 (on screen) 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 a review/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 re-check, a review of marking, a review of moderation or an appeal (complainant to refer to the centre's *internal appeals procedure*)
- ▶ Centre fails to adhere to its *internal appeals procedure*
- ▶ Centre applied for the wrong post-results service/for the wrong script 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

## **Raising a concern/complaint**

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, RHSC encourages the candidate to try to resolve this informally in the first instance. A concern or complaint should be raised in person with the subject leader, Head of Department or Senior Leadership Team

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 stage 1**

- ▶ A complaint should be submitted in writing to the Head Teacher.
- ▶ State your complaint, all relevant details, your name and how you can be contacted
- ▶ You will receive an acknowledgement in 5 school days, and the Head Teacher's findings within 15 school days.

### **Stage 2**

- ▶ If stage 1 of the process did not resolve the issue or if the complaint is about the Head Teacher, the candidate or parent/carer should write to the Chair of Governors
- ▶ State your complaint, all relevant details, your name and how you can be contacted
- ▶ You will receive an acknowledgement in 10 school days, and the Chair of Governor's findings within 20 school days.

### **Stage 3**

- ▶ If stage 2 of the process did not resolve the issue, then a Governors' Complaints Panel can investigate.
- ▶ Write to the Chair of Governors within 10 days of receiving the outcome of stage 2 and ask for a panel to be set up.
- ▶ The panel will consist of 2 members of the governing body with no knowledge of the matter and a third person not linked to the school.
- ▶ They will investigate the complaint (full details in School's Complaints Procedure) and their decision is final.

## Complaints form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick box to indicate the nature of your complaint

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

Name of complainant	
Candidate name (if different to complainant)	
Please state the grounds for your complaint below:	
<p>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</p> <p style="text-align: center;">If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed</p>	
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 signature:	Date of signature:

This form must be completed in full - an incomplete form will be returned to the complainant

