

Complaints and Appeals Procedure (Exams)



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1 Key staff involved in the Complaints and Appeals Procedure

Role	Name
Head of Centre	Miss Kerry Oakley
Senior Leader	Mr Steve Rolt
Exams Officer	Mrs Sophie Howell
Director of Inclusion	Mr Kristian Sorensen

2 Purpose

This procedure confirms Carrington School's compliance with JCQ's General Regulations for Approved Centres 2020/2021, that the centre will draw attention of candidates and their parents/ carers to the written complaints and appeals procedure, which will cover general complaints regarding the centre's delivery or administration of a qualification.

3 Grounds for Complaint

A candidate (or his/her parent/carer) may make a complaint on the grounds below:
(This is not an exhaustive list)

3.1 Teaching and Learning

- Quality of teaching and learning, for example:
 - Core content not adequately covered
 - Inadequate feedback for a candidate following assessment(s)
- Pre-release material/set task issued by the awarding body not provided on time to 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, which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body (complainant should refer to *The Internal Appeals Procedure*)
- Centre fails to adhere to its Internal Appeals Procedure
- Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of his/her 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

3.2 Access Arrangements

- Candidate did not consent to personal data being shared electronically (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 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/impairment

3.3 Entries

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

3.4 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 outcome of a special consideration application

3.5 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/carers) unhappy with a result (complainant to refer via Exams Officer to awarding body *Post-Results Services*)
- 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

4 Complaint and Appeals Procedure

If a candidate (or his/her parent/carers) has a general concern or complaint about the centre's delivery or administration of a qualification being followed, Carrington School encourages him/her 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 Headteacher.

If a complaint fails to be resolved informally, the candidate (or his/her parent/carers) is then at liberty to make a formal complaint.



5 How to make a formal complaint

A formal complaint should be submitted in writing by completing a **Complaints and Appeals form**. Completed forms should be returned to us via email or post.

Within 3 days from receipt of your written complaint, you will be contacted and given a reference number. (Please use this reference number in all correspondence in relation to your concern/complaint) If you have not heard from us, please call to speak to the Exams Officer on 01737 764356. If you have raised a concern informally and are not happy with the response given, please fill out the attached form and send directly to the Mr Rolt (Deputy Headteacher) who will carry out a full investigation and respond within 10 school days in writing whether the complaint is resolved in full or not.

If you are unhappy with the outcome, you can appeal against the decision in writing to the school, who will forward to the Chair of Governors. The nominated Governor will endeavour to resolve your complaint within 15 school days.

If you are still unhappy, you can contact the clerk to the Governors in writing. The clerk will acknowledge receipt of complaint within 5 school days and convene an appeals panel within 30 school days. At this stage, you, as the complainant, may attend the panel hearing and may also be accompanied by a friend. The relevant local authority will be informed about any formal complaint and may also be involved as the independent party on the appeals panel.



FOR CENTRE USE ONLY	
Date received	
Reference No.	

Exams Complaint and Appeals Form

Name of complainant/appellant	
Candidate name if different to complainant/appellant	
Contact Telephone Number/Email	

Please state the grounds for your complaint/appeal below

If your complaint is 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

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 of signature:

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