

Complaints and appeals Procedure (exams)

2018/19

This procedure is reviewed annually to ensure compliance with current regulations
Approved/reviewed by Mrs Nicholas

Purpose of the procedure

This procedure confirms Park School for Girls compliance with JCQ's General Regulations for Approved Centres 2018-2019, 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 (her/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, which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body (complainant should refer to the centre's internal appeals procedure)
- Centre fails to adhere to its *internal appeals procedure*
- Candidate not informed of her centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of 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

Access arrangements

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding her access arrangements
- Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed Data Protection Notice)
- 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 or impairment

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 outcome of a special consideration application

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*)
- 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

Complaints and appeals procedure

If a candidate (her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification she is following, Park School for Girls encourages her to try to resolve this informally in the first instance, by contacting the teacher concerned. If a suitable outcome is not achieved, the complaint should be escalated to the Deputy Head/Head of Academic, and finally, the 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 (her parent/carer) is then at liberty to make a formal complaint.

How to make a formal complaint

- A complaint must be submitted in writing by completing a **complaints and appeals form** contained in this policy.
- Completed forms should be returned to The Head Teacher
- Forms received will be logged by the centre and acknowledged within 5 academy days

How a formal complaint is investigated

- The Head Teacher will investigate the complaint 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 4 academy weeks

Appeals

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted.

- The appellant must submit their complaint in writing to the Chair of Governors, following the school's complaints procedure, using the **complaints and appeals form** contained in this policy. This must be done within 1 month of the original investigation findings
- Completed forms should be returned to the Principals office for the attention of Chair of Governors
- Forms received will be logged by the centre and acknowledged within 5 academy days
- The Chair of Governors will conduct an investigation and may request further information from the appellant or the School.
- The Chair of Governors will inform the appellant of the final conclusion within 4 academy weeks.