

# COMPLAINTS POLICY EXAMINATIONS

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## Policy Control/Monitoring

<b>Approved by:</b> <b>(Position in Organisation)</b>	<b>Governors</b>
<b>Date (dd/mm/yyyy):</b>	<b>16/10/2023</b>
<b>Accountability:</b> <b>(Position in Organisation)</b>	<b>Assistant Headteacher / Exams Quality Control Lead</b>
<b>Revision Cycle:</b>	Annually
<b>Brief details of amendments made</b>	Transfer to new 2025 template

### Key staff involved in the policy – Centre No 39301

- **Head of Centre**
- **SLT**
- **Examination Officer**

### Version Control Tracker

<b>Version Number</b>	<b>Date</b>
V1	16/10/2023
V2	16/10/2024
V3	16/10/2025
V3(a)	16/02/2026

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This procedure is reviewed and updated annually to ensure that the complaints at Percy Hedley School are managed in accordance with current requirements and regulations.

Reference in this procedure to GR refers to the JCQ publication **General Regulations for Approved Centres**.

## 1.Purpose of the policy

The purpose of this policy is to confirm the arrangements for complaints at Percy Hedley School and confirms compliance with JCQ's **General Regulations for Approved Centres** (sections 5.3, 5.8) in drawing to the attention of candidates and their parents/carers its written complaints and appeals procedure which covers general complaints regarding the centre's delivery or administration of a qualification.

### Grounds for complaint

A candidate (or his/her/parent/carer) at Percy Hedley School 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 examination candidate.

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- 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 mark prior to marks being submitted to the awarding body.
- Candidate not informed of their centre assessed mark 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 decide whether to request a review of the centre assessed mark.
- 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.

Additional grounds for complaint relating to teaching and learning:

**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 arrangement(s) in place and the subjects or components of subjects where the arrangement(s) would not apply.

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- Examination information not appropriately adapted for a disabled candidate to access it
- Adapted equipment/assistive technology put in place failed during examination/assessment.
- Approved access arrangement(s) not put in place at the time of an examination/assessment.
- Appropriate arrangement(s) not put in place at the time of an examination/assessment because 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.

Additional grounds for complaint relating to access arrangements:

## 2. 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 examination/assessment.
- Candidate entered for a wrong examination/assessment.
- Candidate entered for a wrong tier of entry.

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Additional grounds for complaint relating to examination entries:

### **Conducting examinations**

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

Additional grounds for complaint relating to the conducting of examinations:

### **3. Results and Post-Results**

- Before examinations, candidate not made aware of the arrangements for post-results services and the availability of senior members of centre staff after the publication of results.
  
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations.

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- 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-result service.
- Centre applied for a post-results service for a candidate without gaining required candidate consent/permission.

Additional grounds for complaint relating to results and post-results:

#### 4. Raising a concern/complaint

If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, Percy Hedley School encourages an informal resolution in the first instance. This can be undertaken by Raising a complaint or concern by contacting the Exams Officer in writing or by email. The Exams Officer will discuss this with the Subject Teacher/ SLT.

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

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## How to make a formal complaint

All documentation relating to the submission of a formal complaint is available from and should be returned to Assistant Headteacher. Formal complaints will be logged and acknowledged within 5 working days.

To make a formal complaint, candidates (or parents/carers) must complete and return a complaints form.

## How a formal complaint is investigated.

All complaints are investigated following PHS complaints Policy (found on website)

The findings and conclusion of any investigation will be provided to the complainant within 14 days.

## 5. Internal appeals procedure

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

To submit an appeal, candidates (or parents/carers) must follow the Internal Appeals Policy.

Appeals will be logged and acknowledged within 10 working days.

The appeal will be referred to Chair of Governors.

It will be the responsibility of Chair of Governors to inform the appellant of the conclusion in accordance with the internal appeals procedure.

Additional details on the internal appeals process:

- Can be found on the school website.

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