



Aldercar High School Complaints and appeals procedure (exams)

2019/20

This procedure is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Date of next review	September 20

Key staff involved in the complaints and appeals procedure

Role	Name(s)
Head of centre	Clare Hatto
Exams officer line manager (Senior Leader)	Leigh Parry
Exams officer	Carly Kyle

Purpose of the procedure

This procedure confirms Aldercar high School's compliance with JCQ's General Regulations for Approved Centres 2019-2020 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 his/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 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

Access arrangements

- ▶ Candidate not assessed by the centre's appointed assessor
- ▶ Candidate not involved in decisions made regarding his/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*)
- ▶ 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 [insert who] to the centre's *internal appeals procedure*)
- ▶ 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 (or his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, Aldercar High 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 head of centre, Mrs Hatto.

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

How to make a formal complaint

- ▶ A complaint should be submitted in writing by completing a **complaint form**.
- ▶ Forms are available from the complaints policy that is on the shared staff drive, under info for staff, policies, complaints policy. It is also accessible from our website from this policy.
- ▶ Completed forms should be returned to the school for Mrs Hatto's attention.
- ▶ Forms received will be logged by the centre and acknowledged within 2 working days.

How a formal complaint is investigated

- ▶ The Head of centre may have to consider any dissatisfaction the complainant has with the way their complaint has been addressed so far as well as the initial complaint. The Head may delegate the task of collating information to another staff member but not the decision concerning the response to be provided and any action to be taken.
- ▶ The findings and conclusion will be provided to the complainant within 15 working days unless a different timescale is agreed.

Appeals

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

- ▶ Any appeal must be submitted in writing to the Chair of Governors by again completing a **complaint form**.
- ▶ Forms received will be logged by the centre and acknowledged within 2 working days.
- ▶ The Chair will review the investigation conducted at stage 1 and carry out further enquiries if required. Where necessary they will speak to everyone involved as soon as practicable. The investigation will usually be within fifteen working days. (It is important to remember that governors are volunteers and may have their own work commitments. Further, it is possible that the Chair may be away at the time the complaint is submitted and envelopes marked 'private & confidential' will not be opened by anyone else). If the complaint is about the head of centre, this will be the first formal investigation of the complaint, as it will have been directly referred to the Chair.
- ▶ The Chair of Governors will inform the appellant of the final conclusion within 5 working days unless additional time is arranged.

Complaint From

Please complete and return to(complaints co-ordinator) who will acknowledge receipt and explain what action will be taken. **If you have a disability and need a reasonable adjustment you can contact us by telephone and we will arrange to help you by writing out your complaint.**

Your name:

Pupil's name (if relevant):

Your relationship to the pupil (if relevant):

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: