



2023/2024

Complaints and appeals procedure (exams)

Responsible Board	King Edward VI Camp Hill School for Girls LGB
Policy Officer	Janet Rose
Date Adopted	March 2024
Last Reviewed	Feb 2024
Review Date	Feb 2025

This policy is reviewed annually to ensure compliance with current regulations

Key staff involved in the Complaints and appeals procedure

Role	Name(s)
Head of Centre	Ms K Stevens
Exams officer	Ms R Cloves
Senior Leader	Dr J Rose
SENCo (Senior Leader)	Ms L Orr

Purpose of the procedure

This procedure confirms King Edward VI Camp Hill School for Girls compliance with JCQ's General Regulations for Approved Centres 2023-2024, section 5.3 and 5.8 that the centre will:

- Have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, post results services and appeals, and centre decisions relating to access arrangements and special consideration
- 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

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
- 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 (centre assessed work), which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body
- 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
- Candidate unhappy with internal assessment decision (complainant to refer via the Exams Officer 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 his/her 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 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 via the Exams Officer 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

- 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 centre staff after the publication of results
- Candidate not having access to a member of 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 centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal (complainant to refer via the Exams Officer 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

Complaints and Appeals Procedure

If a candidate (or their parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification being followed, their complaint should be submitted in writing to Ms K Stevens, Head of Centre. All complaints will be logged and acknowledged within 48 hours of receipt.

The Head of Centre (or their representative who is not involved in the grounds for complaint and has no personal interest in the outcome) will investigate the complaint and report on the findings and conclusion to the complainant within 2 working weeks.

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted in writing. The appeal will be logged and acknowledged within 48 hours of receipt. It will then be passed on to the Chair of Governors for consideration. The Chair of Governors will inform the appellant of the final conclusion in due course.