

Complaints and Appeal Procedure (Exams)

1. Purpose of the Procedure

This procedure confirms Belmont School's (the centre) compliance with JCQ's General Regulations for Approved Centres (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.

2. Grounds for Complaint

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

2.1 Teaching and learning

- a) 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),
- b) Pre-release/advance material/set task issued by the awarding body not provided on time to an exam candidate.
- c) The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions.
- d) 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*).
- e) Centre fails to adhere to its *Internal Appeals Procedure*.
- f) Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body.
- g) 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.
- h) Candidate not given sufficient time to review materials to make a decision whether to request a review of centre assessed marks.

2.2 Access arrangements

- a) Candidate not assessed by the centre's appointed assessor.
- b) Candidate not involved in decisions made regarding his/her access arrangements.
- c) Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed *Personal data consent, Privacy Notice (AAO) and Data Protection confirmation* form).
- d) Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply.
- e) Exam information not appropriately adapted for a disabled candidate to access it.
- f) Adapted equipment put in place failed during exam/assessment.
- g) Approved access arrangement(s) not put in place at the time of an exam/assessment.
- h) Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment.

2.2 Entries

- a) Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer).
- b) Candidate not entered/entered late (incurring a late entry fee) for a required exam/assessment.
- c) Candidate entered for a wrong exam/assessment.
- d) Candidate entered for a wrong tier of entry.

2.3 Conducting Examinations

- a) Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place.
- b) Room in which exam held did not provide candidate with appropriate conditions for taking the exam.
- c) Inadequate invigilation in exam room.
- d) Failure to conduct exam according to the regulations.
- e) Online system failed during (on-screen) exam/assessment.
- f) Disruption during exam/assessment.
- g) Alleged, suspected or actual malpractice incident not investigated/reported.
- h) Eligible application for special consideration for a candidate not submitted/not submitted to timescale.
- i) Failure to inform/update candidate on the outcome of a special consideration application.

2.4 Results and Post-results

- a) 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.
- b) 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.
- c) Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations.
- d) Candidate (or parent/carer) unhappy with a result (complainant to refer via exams officer to awarding body *post-results services*).
- e) 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 Head to the centre's *Internal Appeals Procedure*).
- f) Centre applied for the wrong post-results service/for the wrong exam paper for a candidate.
- g) Centre missed awarding body deadline to apply for a post-results service.
- h) Centre applied for a post-results service for candidate without gaining required candidate consent/permission.

3. Complaints and Appeals Procedure

3.1 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, the School will encourage 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.

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

3.2 Making a Formal Complaint

- a) A complaint should be submitted in writing by completing a Complaints and Appeals Form (as attached).
- b) Completed forms should be returned to the Headteacher
- c) Forms received will be logged by the centre and acknowledged within 5 calendar days.

3.3 Investigation of a Formal Complaint

- a) The Head of Centre will investigate or appoint a member of the Senior Management Team (the Investigator) (who is not involved in the grounds for complaint and has no personal interest in the outcome) to investigate the complaint.
- b) The Investigator will provide a written report to the complainant on the findings and conclusion.
- c) The written report will be provided to the complainant within 2 working weeks.

3.4 Appeals

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

- a) Any appeal must be submitted in writing by again completing a Complaints and Appeals Form.
- b) Forms received will be logged by the centre and acknowledged within five working days
- c) The appeal will be referred to a special Committee of the Governing Body (Exams Appeal Committee) for consideration. The Exams Appeal Committee shall comprise three members, one of whom shall be independent of the management and running of the School. Each of the Panel members shall be appointed by the Chair of the Governing Body and one member shall be appointed to act as Chair of the Panel.
- d) The Clerk to the Board of Governors will then acknowledge the complaint and schedule a hearing to take place as soon as is practicable, and normally within fourteen working days. All reasonable steps will be taken to accommodate parental/carer availability for dates.
- e) If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than five working days prior to the hearing.
- f) The parents/carer may attend the hearing and be accompanied to the hearing by one other person if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate and the Panel will decide whether it would be appropriate or helpful for witnesses to attend. The Head shall also be entitled to attend the hearing if they wish.
- g) If possible, the Panel will resolve the parents' complaint at the hearing without the need for further investigation. However, should the Panel decide at the hearing that further investigation is required, the Panel shall decide how such investigations should be carried out and by when they should be concluded.
- h) After due consideration of all facts they consider relevant, the Panel will make findings and accordingly decide whether to:

- dismiss the complaint(s) in whole or in part,
 - uphold the complaint(s) in whole or in part; and
 - may make recommendations.
- i) The Panel will write to the parents informing them of its decision and the reasons for it within seven working days of the hearing (although additional time may be required if it is necessary for the Panel to carry out further investigations following the hearing). The decision of the Panel will be final.
- j) The Panel's findings and recommendations, if any, will be sent by electronic mail or otherwise given to the parents and a copy sent or given in writing to the Head, the Chair of the Board of Governors, and, where the complaint relates to an individual, to that individual. A hard copy of these findings will be kept confidentially on the School premises.

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Complaints and Appeals Log

On receipt, all complaints/appeals are assigned a reference number and logged. Outcome and outcome date is also recorded.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date