Complaints and Appeals Procedure

Policy/Procedure creator: Jamie Caple

Policy/Procedure created/reviewed: 30/03/2023

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|  Centre Name | St Luke's School |
|  Centre Number | 17550 |
|  Date procedure first created | • 30 October 2022 |
|  Current procedure reviewed by | •Jamie Caple |
|  Current procedure approved by | • Jamie Caple |
|  Date of next review | • 30 October 2024 |

# Key staff involved in the procedure

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| --- | --- | --- |
| **Role** |  | **Name** |
| Exams officer | Naj Chadli |  |
| Senior leader(s) | Amy Tallantire |  |
| Head of centre | Jamie Caple |  |
| Other staff (if applicable) | Not Applicable |  |

This procedure is reviewed and updated annually to ensure that the complaints and appeals in relation to examinations at St Luke's School is managed in accordance with current requirements and regulations.

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

# Purpose of the procedure

The purpose of this procedure is to confirm the arrangements for complaints and appeals in relation to examinations at St Luke's School and confirms compliance with JCQ’s **General Regulations for Approved Centres** (section 5.8) in drawing to the attention of candidates and their parents/carers their 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 St Luke's School may make a complaint on the grounds below.

## 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

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 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 make a decision 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:

• Not applicable

## 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

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 as a consequence 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:

• Not applicable

## 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

Additional grounds for complaint relating to examination entries:

• Not applicable

## 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:

• Not applicable

## 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 not having access to a member of senior staff after the publication of results to discuss/make a decision on the submission of a results 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 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-results 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:

### 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, St Luke's School encourages an informal resolution in the first instance. This can be undertaken by raising the concern or compliant in person, by telephone or in writing to the head of centre..

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

## How to make a formal complaint

All documentation relating to the submission of a formal complaint is available from the exams officer or head of school and should be returned to Head of Centre Jamie Caple. Formal complaints will be logged and acknowledged within 7 days of acknowledgment

**How a formal complaint is investigated**

The head of centre will further investigate or appoint a member of the senior leadership team to investigate the complaint and report on the findings and conclusion.

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

### 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 complete and return a complaints an appeals form. The Appeal will be logged and acknowledged within 14 working days.

The appeal will be referred to the Executive head of school for consideration.

It will be the responsibility of Executive head of school will inform the appellant of the final conclusion to inform the appellant of the final conclusion.

Changes 2023/24

(Changed) All references to complaints and appeals procedure (To) complaints policy

(Changed) Heading - **Complaints and appeals procedure** (To) **Raising a concern/complaint**

(Changed) Sub-heading - **Appeals**(To) Heading - **Internal appeals procedure**and updated the process

CENTRE-SPECIFIC CHANGES

• Upon review in October 2023 no centre-specific updates or changes were applicable to this document.