

Examinations – Complaints & Appeals

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1. Introduction

- 1.1. This policy will refer to the Joint Council for Qualifications (JCQ) publications '[General Regulations for Approved Centres](#)'.
- 1.2. Throughout this policy the term examination (or exam) refers to all examinations and assessments.
- 1.3. The names of key school staff can be found on the [School's website](#).

2. The Purpose of the Policy

The purpose of this policy is to ensure that Isleworth and Syon School has a written set of arrangements for complaints and appeals in relation to examinations and at the School and the centre's delivery or administration of a qualification. This policy is compliant with the JCQ's General Regulations for Approved Centres.

3. Grounds for Complaint

A candidate or his/her parent/carer may make a complaint on any of the grounds below, although this is not an exhaustive list.

3.1. 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

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- 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.

3.2. 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.

3.3. 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.

3.4. 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.

3.5. RESULTS AND POST-RESULTS

- 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 unhappy with a result (complainant to refer via exams officer to awarding body post-results services)
- Candidate 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.

4. Complaints and Appeals Procedure

- 4.1. If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, or the arrangements for a special consideration, the School encourages an informal resolution in the first instance and in line with the School's general Complaints Policy. This can be undertaken by:
 - 4.1.1. communicating the concern or complaint in writing or by telephone call to the School's Examinations Officer, indicating the grounds and details of the concern or complaint.
 - 4.1.2. The Examinations Officer will investigate accordingly and findings will be communicated back to the candidate / parent/carer within an agreed timeframe, and a resolution proposed.
 - 4.1.3. Should it not be possible to agree a resolution then the candidate or their parent/carer may submit a formal complaint using the Complaints & Appeals Form, attached to this policy.
- 4.2. If a candidate (or parent/carer) has a general concern or complaint about the centre's decisions relating to a candidate's examination access arrangement (EAA), the School encourages an informal resolution in the first instance and in line with the School's general Complaints Policy. This can be undertaken by:
 - 4.2.1. communicating the concern or complaint in writing or by telephone call to the School's SENDCo, indicating the grounds and details of the concern or complaint.
 - 4.2.2. The SENDCo will investigate accordingly and findings will be communicated back to the candidate/parent within an agreed timeframe, and a resolution proposed.
 - 4.2.3. Should it not be possible to agree a resolution then the candidate or their parent/carer may submit a formal complaint using the Complaints & Appeals Form, attached to this policy.

5. How to Make a Formal Complaint

- 5.1. A complaint should be submitted in writing to the Head of Centre, using the Complaints & Appeals Form attached to this policy.
- 5.2. A face-to-face meeting will then be arranged with the appropriate member of staff to allow the complainant to air their grievances and present any relevant information with the hope that a resolution can be found.
- 5.3. If necessary, the Head of Centre will further investigate or appoint a member of the senior leadership team (who is not involved in the grounds for complaint and has no personal interest in the outcome) to investigate the complaint and report on the findings and conclusion.
- 5.4. The findings and conclusion will normally be provided to the complainant within 10 working days following the investigation.

6. Appeals

- 6.1. Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds an appeal can be submitted within 10 working days of receiving the response.
- 6.2. The appeal will be referred to Chair of Trustees (or a special committee of the Academy Trust) for consideration.
- 6.3. The Chair of Trustees (or the Committee) will normally inform the appellant of the conclusion within 10 working days following the investigation.

Please complete this form and return it to _____, who will acknowledge receipt and explain what action will be taken.

Basic Information

YOUR NAME:		STUDENT NAME:	
RELATIONSHIP TO THE STUDENT:			
ADDRESS:		POSTCODE:	
DAYTIME TELEPHONE NUMBER:		EVENING TELEPHONE NUMBER:	

Complaint or Appeal Details

PLEASE GIVE DETAILS OF YOUR COMPLAINT OR APPEAL:
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:	
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Official Use

DATE ACKNOWLEDGEMENT SENT:		BY WHOM:	
COMPLAINT REFERRED TO		DATE	