



Purpose of the procedure

This procedure confirms Beths Grammar School 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.*

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 (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 heads of Department 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 Exam's 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

- 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 (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 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 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 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 via Exam's 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 exam 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 his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, Beths Grammar School encourages him/her to try to resolve

this informally in the first instance. Every effort should be made to resolve the concern informally in discussion with either the class teacher, Head of Department (HoD), Head of Year (HoY) or member of the Senior Leadership Team (SLT) (including the Headteacher, if appropriate). The school encourages parents/carers to approach staff and aims to resolve all issues with open dialogue and mutual understanding.

It is expected that anyone who seeks to make a complaint shall have made reasonable attempts to seek an informal resolution to the concern and shall have acted in relation to the matter in a reasonable and measured way.

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 to the Headteacher, outlining your concerns, (If you have communication preferences due to disability or learning difficulties, you may alternatively make the complaint in person or by telephone. This also applies to Stages 2 and 3.) You must make clear what it is you are complaining about, how you have tried to resolve the issues at the Informal Stage, and how you think the issues could be resolved.

How a formal complaint is investigated (Stage 1)

The matter will be formally investigated by the Headteacher, or a senior member of staff nominated by the Headteacher. He/she will normally write to you with the outcome of this process within 15 school days of receiving the complaint. If circumstances arise that mean that the person investigating the complaint is unable to complete the process within 15 school days, he/she will write to you explaining why and indicating a new date by which it is hoped he/she will write with the outcome of the process.

Appeals (Stage 2)

If you are not satisfied with the result from Stage 1, you may choose to refer your complaint to Stage 2. This must be done in writing to the school within 15 school days of the completion of Stage 1. You will be asked to complete a formal complaint form which is obtainable from the Clerk to the Governors.

Your formal complaint will be investigated by the Chair of Governors, or a Governor nominated by the Chair.

The person carrying out the investigation will review the way in which the complaint has been handled by the school and ensure that the issues have been dealt with properly and fairly. He/she will normally write to you with the outcome of this process within 15 school days of receiving the complaint.

You will have the opportunity to submit written evidence on the complaint.

If it becomes apparent that the complaint is a disciplinary or capability issue, then the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. You will be notified if this is the case, but you are not entitled to know which procedure or the final outcome.

This policy is reviewed annually to ensure compliance with current regulations, date of next review November 2023.