



Complaints and appeals procedure (exams) 2024 - 2025

This procedure is reviewed annually to ensure compliance with current regulations



Approved by:	Trust Board
Date:	6 February 2025
Next review due:	5 February 2026

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Key staff involved in the complaints and appeals procedure

Role	Name(s)
Head of centre	Mr John Jones
SLT members	Ms Jennifer Jacobs
Exams officer	Mr Sam Forouhesh

Purpose of the procedure

This procedure confirms Barnhill Community High School's compliance with JCQ's General Regulations for Approved Centres 2024-2025, section 5.8 e) 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, 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*)
- ▶ Centre fails to adhere to its *internal appeals procedure*
- ▶ 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

Access arrangements

- ▶ 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 personal data being shared electronically (by the non-acquisition of a signed Data Protection Notice)
- ▶ 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 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

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 (online) 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 outcome of a special consideration application

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 an 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 check, a review of marking, a review of moderation or an appeal (complainant to refer via [insert who] to the centre's *internal appeals procedure*)
- ▶ Centre applied for the wrong post-results service/for the wrong exam paper 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, Barnhill Community High School encourages him/her to try to resolve this informally in the first instance. A concern or complaint should be made in writing to the head of School. The head will then notify the exams officer and the relevant line manager. An investigation is then launched and outcomes will be formally shared within 7 days of the initial query.

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 to the head of centre in writing by completing a complaints and appeals form.
- ▶ Forms are available from reception and the Key Stage Offices upon request.
- ▶ Completed forms should be returned to reception. Support staff will alert and deliver these to the head of centre on the same day the complaint was formally made.
- ▶ Forms received will be logged by the centre and acknowledged within 3 calendar days.
- ▶ The exams officer or exams line manager will contact appellant upon receipt of the complaint and explain the complaints process.

How a formal complaint is investigated

- ▶ 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.
- ▶ The findings and conclusion will be provided to the appellant within 2 working weeks.

Appeals

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

- ▶ Any further appeal must be submitted in writing within 7 calendar days of receipt of the complaint outcome explaining why they wish to pursue the complaint further. The reasoning must refer to the specific points of the outcomes of the investigation they are dissatisfied with.
- ▶ Written complaint will be logged by the centre and acknowledged within 5 calendar days.
- ▶ The appeal will be referred to Executive Head Teacher (or a special Committee of the Governing body) for consideration, depending on availability.
- ▶ The EHT or Committee will inform the appellant of the final conclusion in due course.

Complaint Timeline

Day 1: The relevant form (Which is available at the Reception and the KS Offices are completed and returned to the Reception or the KS Offices.

Day 1: The form will be delivered to the Head of Centre on the same day

Day 3 (3rd Calendar day): Forms received will be logged by the centre and acknowledged.

Day 3: The exams officer or exams line manager will contact appellant upon receipt of the complaint and explain the complaints process.

Day 3: 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.

Day 14 (Within 2 Working Weeks): The findings and conclusion will be provided to the appellant.

Appeals Timeline

By Day 21 (within 7 calendar days of receipt of the complaint outcome): Any further appeal must be submitted in writing explaining why they wish to pursue the complaint further. The reasoning must refer to the specific points of the outcomes of the investigation they are dissatisfied with.

By Day 26 (Within 5 Calendar Days of receipt of the appeal): Written complaint will be logged by the centre and acknowledged within 5 calendar days of receipt of the appeal.

Following receipt of the appeal: The appeal will be referred to Executive Head Teacher or a special Committee of the Governing body) for consideration, depending on availability.

The EHT or Committee will inform the appellant of the final conclusion in due course.

Complaints and appeals form

FOR CENTRE USE ONLY

Date received

Reference No.

Please tick box to indicate the nature of your complaint/appeal

- Complaint/appeal against the centre's delivery of a qualification
 Complaint/appeal against the centre's administration of a qualification

name of complainant/appellant	name different to complainant/appellant
Candidate name if different to complainant/appellant	

Please state the grounds for your complaint/appeal below

If your complaint is lengthy please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say

Your appeal should identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate

If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s)

Complainant/appellant signature:

Date of signature:

This form must be completed in full; an incomplete form will be returned to the complainant/appellant

Complaints and appeals log

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

