

Exam Complaints and Appeals

2023-24



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Purpose of the procedure

This procedure confirms Fen Rivers school's compliance with JCQ's General Regulations for Approved Centres 2023-4, 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 their 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 their centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of their 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 mark

Access arrangements

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding their access arrangements
- Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed data protection notice/candidate personal data consent form 4
- 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 (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 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 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 the centre's 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 candidate without gaining required candidate consent/permission

Complaints and Appeals Procedure

If a candidate (or their parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification they are following, Fen Rivers encourages the candidate to try to resolve this informally in the first instance.

The complaint process: 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 their parent/carer) is then at liberty to make a formal complaint.

How to make a formal complaint

- A formal complaint should be submitted in writing by completing the below complaints and appeals form
- Forms are available upon request from Exams Officer
- Completed forms should be returned to the Exams Officer
- Forms received will be logged by the centre and acknowledged within 7 calendar days
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 complainant within 3 working weeks

Appeals

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

Any appeal must be submitted in writing by again completing a complaints and appeals form below

Forms received will be logged by the centre and acknowledged within 7 calendar days

The appeal will be referred to Mike Cadman, Chair of Governors for consideration.

The Chair of Governors will inform the appellant of the final conclusion in due course.

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

Policy Owner and Contact Details

Amanda Fewkes, Headteacher

For further information on the Policy, please contact via email
amanda.fewkes@thebridgetrust.academy or phone 020 7619 1000

Next Review Date: September 2024

Complaints and Appeals form

Please indicate the nature of your complaint/appeal against the centre’s delivery of a qualification

FOR CENTRE USE ONLY	
Date received	
Reference No	

Complaint / appeal against the centre’s administration of a qualification	
Name of complainant	
Candidate name if different to complainant	
Please state the grounds for your complaint below	
<p>Please write as bullet points, including relevant detail such as dates, names etc and provide any evidence 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. <i>If necessary, please continue on an additional page. If the form is being completed electronically or overleaf if hard copy being completed.</i></p>	
Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution.	
Complainant’s signature:	
Date signed:	