Complaints Policy (Exams)

Agreed date: Autumn 2019
Review date: Autumn 2020
Responsibility of: Exams Officer
Purpose of the procedure

This procedure confirms Reepham High and College’s (RHSC) compliance with JCQ’s General Regulations for Approved Centres 2019-20, 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, 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 Personal data consent, Privacy Notice (AAO) and 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 (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

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 [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 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, RHSC encourages him/her to try to resolve this informally in the first instance. A concern or complaint should be raised in person with the subject leader, Head of Department or Senior Leadership Team.

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 stage 1

- A complaint should be submitted in writing to the Head Teacher.
- State your complaint, all relevant details, your name and how you can be contacted.
- You will receive an acknowledgement in 5 school days, and the Head Teacher’s findings within 15 school days.

Stage 2

- If stage 1 of the process did not resolve the issue of if the complaint is about the Head Teacher, the candidate or parent/carer should write to the Chair of Governors.
- State your complaint, all relevant details, your name and how you can be contacted.
- You will receive an acknowledgement in 10 school days, and the Chair of Governor’s findings within 20 school days.

Stage 3

- If stage 2 of the process did not resolve the issue then a Governors’ Complaints Panel can investigate.
- Write to the Chair of Governors within 10 days of receiving the outcome of stage 2, and ask for a panel to be set up.
- The panel will consist of 2 members of the governing body with no knowledge of the matter and a third person not linked to the school.
- They will investigate the complaint (full details in School’s Complaints Procedure) and their decision is final.