



**Complaints Policy**

**(exams)**

2024/2025

This policy is reviewed annually to ensure compliance with current regulations

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| Approved/reviewed by | |
|  | |
| Date of next review |  |

Key staff involved in the policy

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| --- | --- |
| **Role** | **Name(s)** |
| Head of centre | **V Whitcombe** |
| SLT members | **T Hughes, T Watkinson, L Cassels, S Reilly** |
| Exams officer | **P Cleary** |
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**Purpose of the policy**

This policy confirms Castle Manor Academy’s compliance with JCQ’s General Regulations for Approved Centres (sections 5.3, 5.8) in drawing to the attention of candidates and their parents/carers our written complaints policy 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
* 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 marks

**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 (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 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 the exams 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 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 check, a review of marking, a review of moderation or an appeal (complainant to refer via exams officer to 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
* Centre fails to adhere to its *internal appeals procedure*

Raising a concern/complaint

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, Castle Manor Academy encourages the candiate to try to resolve this informally in the first instance. 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 unless the complainant has a disability which prevents this, in which case the complainant may contact the school office for assistance.
* The complainant may wish to use the school’s complaints form which is available on the college website under policies – complaints policy
* Completed forms should be returned to the Head of School
* Forms received will be logged by the centre and acknowledge receipt of complaint sent in writing by the head of school

**How a formal complaint is investigated**

* An investigation of the complaint will be carried out by a member of the school’s leadership team as appropriate, who will report to the head of school.
* The head of school will discuss the matter with the complainant. This may be during a meeting or on the telephone. Whenever reasonably possible such discussion will take place within 15 school days of the complaint being received.
* The head of school will then put his or her findings in writing and indicate what steps if any should be taken to resolve the matter. Whenever reasonably possible this will be done within 15 school days of the discussion with the complainant in the point above.
* Where a complaint relates to the head of school, the Chair of Governors will appoint a deputy to take over this role. Otherwise, the procedure will remain the same.

**Internal appeals procedure**

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

* Any appeal must be submitted by following the centre’s internal appeals procedure and completing an internal appeals form addressed to the Chair of Governors (the form is available on the college website under exam policies – Internal appeals procedure
* The Chair of Governors will inform the appellant of the final conclusion in due course.