



Exams – Complaints Policy

2022/23

Written By	Helen Whalley & Rhian Davies
Effective Date	October 2022
Due for Review	October 2023
Approved and Signed by:	
Chair of Committee	
Headteacher (Head of Centre)	

Complaints Policy – Key Staff

Role	Name(s)
Head of Centre	Joe Barker
SLT – Exams	Rhian Davies
Chair of Governors	Paul Cavanagh
Exams Officer	Helen Whalley
Deputy Exams Officer	Jennita Residu

Departments	Head of Department	Subjects
Arts	Helen Aspinall	<ul style="list-style-type: none"> • Art & Design • Drama • Music • Performing Arts
English	Laurence Graves	<ul style="list-style-type: none"> • English Language • English Literature • Film Studies
Humanities	Carly Ramsay	<ul style="list-style-type: none"> • Geography • History • Religious Studies • Travel and Tourism
Maths	Katie Hall	<ul style="list-style-type: none"> • Mathematics • Additional Maths
MFL	Ana Castillo	<ul style="list-style-type: none"> • French • German • Italian • Spanish
Science	Charlotte Carr	<ul style="list-style-type: none"> • Biology • Chemistry • Physics • Combined Science
Sports	Michael Stretton	<ul style="list-style-type: none"> • Dance • Health and Fitness • P.E. • Sports Studies
Technologies	Alex Purdie	<ul style="list-style-type: none"> • Computer Science • Creative Media • Design and Technology • DT Textiles (Fashion) • Enterprise and Marketing • Food Preparation and Nutrition • Food and Cookery • Graphic Design

Purpose of the policy

This procedure confirms Marple Hall School's compliance with JCQ General Regulations for Approved Centres GR¹ 5.8e 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).

1. Teaching and learning

- a. Quality of teaching and learning, for example
 - i. Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
 - ii. Teacher lacking knowledge of new specification/incorrect core content studied/taught
 - iii. Core content not adequately covered
 - iv. Inadequate feedback for a candidate following assessment(s)
- b. Pre-release/advance material/set task issued by the awarding body not provided on time to an exam candidate
- c. The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- d. 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*)
- e. Centre fails to adhere to its *internal appeals procedure*
- f. Candidate is dissatisfied with the outcome of Stage 2 Internal Appeals
- g. Candidate not informed of their centre assessed marks prior to marks being submitted to the awarding body
- h. 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
- i. Candidate not given sufficient time to review materials in order to make a decision whether to request a review of centre assessed marks

2. Access arrangements

- a. Candidate not assessed by the centre's appointed assessor
- b. Candidate not involved in decisions made regarding their access arrangements
- c. Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed Data Protection Notice)
- d. Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
- e. Exam information not appropriately adapted for a disabled candidate to access it
- f. Adapted equipment put in place failed during exam/assessment
- g. Approved access arrangement(s) not put in place at the time of an exam/assessment

- h. Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment

3. Entries

- a. Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- b. Candidate not entered/entered late (incurring a late entry fee) for a required exam/assessment
- c. Candidate entered for a wrong exam/assessment
- d. Candidate entered for a wrong tier of entry

4. Conducting examinations

- a. Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place
- b. Room in which exam held did not provide candidate with appropriate conditions for taking the exam
- c. Inadequate invigilation in exam room
- d. Failure to conduct exam according to the regulations
- e. Online system failed during (online) exam/assessment
- f. Disruption during exam/assessment
- g. Alleged, suspected or actual malpractice incident not investigated/reported
- h. Eligible application for special consideration for a candidate not submitted/not submitted to timescale
- i. Failure to inform/update candidate on the outcome of a special consideration application

5. Results and Post-results

- a. 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
- b. 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
- c. Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- d. Candidate (or parent/carer) unhappy with a result (complainant to refer via Exams Officer to awarding body *post-results services*)
- e. 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*)
- f. Centre applied for the wrong post-results service/for the wrong exam paper for a candidate
- g. Centre missed awarding body deadline to apply for a post-results service
- h. Centre applied for a post-results service for candidate without gaining required candidate consent/permission

Complaints 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, Marple Hall School encourages them 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 relevant member of staff in the first instance.

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 complaint should be submitted in writing by emailing the relevant Director of Teaching and Learning or the Exams Officer.
- Email contact addresses can be found on the 'Complaints' page of the school website

How a formal complaint is investigated

- The Director of Teaching and Learning/Exams Officer will investigate the complaint and report on the findings and conclusion
- If the complainant is not satisfied with the outcome, then a complaint can be escalated to the Deputy Head, whose contact email addresses can be found on the 'Complaints' page of the school website
- If the complainant is still not satisfied, the matter should be referred to the Head Teacher

Appeal against the complaint outcome

Following the complaint 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 emailing the Chair of Governors
- The Chair of Governors will inform the appellant of the final conclusion, and if the complainant remains dissatisfied they have the right of appeal to the Local Authority

Appeal against an exam result

Following the issue of results, if a candidate (or their parent/carer) has a concern and believes a result may not be accurate, they have the right to appeal this result and should refer to the relevant policy documents listed below for full detail of the processes involved:

- Exams – Internal Assessment Appeals Policy
- Exams – Post-Results Services Policy

1 https://www.icq.org.uk/wp-content/uploads/2022/08/Gen_regs_approved_centres_22-23_FINAL-1.pdf