



# Complaints Policy (Exams)

## 2023-2024



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## Key staff involved in the complaints and appeals procedure

<b>Role</b>	<b>Name(s)</b>
Head of centre	<b>Chris Steed</b>
Exams officer	<b>Aidan Rothnie</b>
Senior leader(s)	<b>CST</b> <b>JWI</b>
ALS lead/SENCo	<b>SWI</b>

## Purpose of the policy

- This policy is reviewed and updated annually to ensure that the complaints and appeals in relation to examinations at ATAM Academy is managed in accordance with current requirements and regulations.
- Reference in this procedure to GR refers to the JCQ publication **General Regulations for Approved Centres**.
- This policy confirms ATAM Academy 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 its written complaints policy 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.

### Teaching and learning

- a. Quality of teaching and learning, for example
  - a. Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
  - b. Teacher lacking knowledge of new specification/incorrect core content studied/taught
  - c. Core content not adequately covered
  - d. 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. Centre fails to adhere to its **internal appeals procedure**
- e. Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body
- f. 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
- g. Candidate not given sufficient time to review materials to make a decision whether to request a review of centre assessed marks
- h. **Candidate unhappy with internal assessment decision (complainant to refer via the Exams Officer to the centre's internal appeals procedure)**
- i. **Centre fails to adhere to its internal appeals procedure**

### Access arrangements

- a. Candidate not assessed by the centre's appointed assessor
- b. Candidate not involved in decisions made regarding his/her access arrangements
- c. Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed *data protection notice/candidate data personal consent form*)
- 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
- i. **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)**
- j. **Centre fails to adhere to its internal appeals procedure**

### 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

### 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 (on-screen) 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 if provided by awarding body

### 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 a review/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 re-check, a review of marking, a review of moderation or an appeal (complainant to refer to the centre's *internal appeals procedure*)
- f. Centre fails to adhere to its internal appeals procedure
- g. Centre applied for the wrong post-results service/for the wrong script for a candidate
- h. Centre missed awarding body deadline to apply for a post-results service
- i. Centre applied for a post-results service for candidate without gaining required candidate consent/permission

## Raising a concern/complaint

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, ATAM Academy encourages him/her to try to resolve this informally in the first instance. This can be undertaken by making contact with the centre and requesting a review of the complaint by the **Head of Centre**.

The Head of Centre may delegate responsibility for responding to the complaint to a member of the 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.

- ▶ All documentation relating to the submission of a formal complaint is available from the centre's **Concerns and Complaints Policy**.
- ▶ The centre will ensure that the current **Concerns and Complaints Policy** is published via the centre's website and printed copies are available on request.



