Leicester Partnership School

Complaints & Appeals (Exams) Policy

Schedule for Development, Monitoring and Review	
Approved by governors on:	27th October 2022
Implementation monitored by:	
Review arrangements:	Annually All policies will be reviewed if there are any significant developments or changes to legislation
Reviewed: The next review of this policy:	 October 2023

Complaints and Appeals Procedure

Key staff involved in the procedure

Role	Name
Exams Officer	Shirley Johnson
Senior Leader(s)	Anita Tribhovan
Head of Centre	Andrew Barrett
Other Staff (If Applicable)	Shaun Whittingham Headteacher

Centre Name	Leicester Partnership School
Centre Number	25192
Date procedure first created	01/09/2022
Current procedure reviewed by	Management Committee
Current procedure approved by	Management Committee
Date of next review	01/09/2023

This procedure is reviewed and updated annually to ensure that the complaints and appeals in relation to examinations at Leicester Partnership School 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.

Purpose of the procedure

The purpose of this procedure is to confirm the arrangements for complaints and appeals in relation to examinations at Leicester Partnership School and confirms compliance with JCQ's **General Regulations for Approved Centres** (section 5.8) in drawing to the attention of candidates and their parents/carers their written complaints and appeals procedure which covers general complaints regarding the centre's delivery or administration of a qualification.

Grounds for complaint

A candidate (or his/her/parent/carer) at Leicester Partnership School may make a complaint on the grounds below.

Teaching and Learning

- Quality of teaching and learning, for example
    - Non-subject specialist teacher without adequate training/subject matter expertise utilized 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 examination 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 mark prior to marks being submitted to the awarding body

- Candidate not informed of their centre assessed mark 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 the Centre assessed mark Additional grounds for complaint relating to teaching and learning:

  Not applicable

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 data personal consent form)**

- Candidate not informed/adequately informed of the arrangement(s) in place and the subjects or components of subjects where the arrangement(s) would not apply

- Examination information not appropriately adapted for a disabled candidate to access it

- Adapted equipment put in place failed during examination/assessment

- Approved access arrangement(s) not put in place at the time of an examination/assessment

- Appropriate arrangement(s) not put in place at the time of an examination/assessment as a consequence of a temporary injury or impairment Additional grounds for complaint relating to access arrangements:

  Not applicable

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 examination/assessment
- Candidate entered for a wrong examination/assessment
- Candidate entered for a wrong tier of entry

Additional grounds for complaint relating to examination entries:

Not applicable

Conducting examinations

- Failure to adequately brief candidate on examination timetable/regulations prior to examination/assessment taking place
- Room in which assessment held did not provide candidate with appropriate conditions for taking the examination
- Inadequate invigilation in examination room
- Failure to conduct the examination according to the regulations
- Online system failed during (on-screen) examination/assessment
- Disruption during the examination/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Failure to inform/update candidate on the outcome of a special consideration application

Additional grounds for complaint relating to the conducting of examinations:

Not applicable

Results and Post-Results

- Before examinations, candidate not made aware of the arrangements for post-results services and the availability 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 a decision on the submission of a results 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 to exams officer to awarding body **post-results services)**
- Candidate (or parent/carer) unhappy with a Centre's 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)**
- (Updated 2021/22) 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 a candidate without gaining required candidate consent/permission

Additional grounds for complaint relating to results and post-results:

Not applicable

Complaints and Appeals Procedure

If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, (Leicester Partnership School) encourages an informal resolution in the first instance. This can be undertaken by bringing your concern to the teacher or the person from the LPS you usually deal with. If the issue cannot be resolved through discussion with them, the complaint should be passed to the KS4 Assistant Head of School. This may be done by you making an appointment and discussing the matter with the KS4 Assistant Head of School. He/ she

will respond immediately whenever they can and a solution will be offered by telephone or in writing.

If a concern or complaint fails to be resolved informally, the candidate (or parent/carer) is then at liberty to make a formal complaint.

How to make a formal complaint

All documentation relating to the submission of a formal complaint is available from, and should be returned to Shaun Whittingham, Headteacher. Formal complaints will be logged and acknowledged within 5 working days.

To make a formal complaint, candidates (or parents/carers) must submit the complaint in writing, giving details of the complaint.

How a formal complaint is investigated

The Head of the Leicester Partnership School will further investigate or appoint a member of the senior leadership team 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 of any investigation will be provided to the complainant within 2 working weeks.

Appeals

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

To submit an appeal, candidates (or parents/carers) must forward their initial complaint and outcomes from the school to the Management Committee. Appeals will be logged and acknowledged within 5 working days.

The appeal will be referred to the Chair of the Management Committee for consideration.

It will be the responsibility of the Chair of the Management Committee to inform the appellant of the final conclusion. Additional details on the appeals process:

Not Applicable