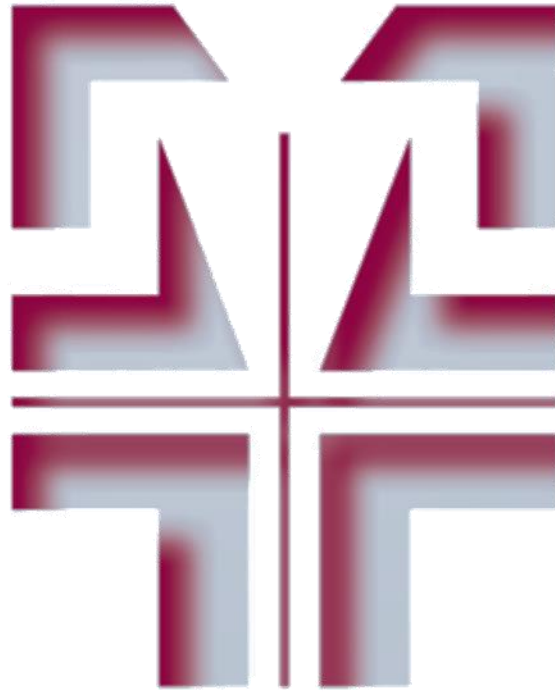


Saint Michael's CE High School

A Church of England Academy



Therefore, choose

Complaints and Appeals Procedure (Exams) 2022/23

This procedure is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
E C Lever/ J L Jenks	
Date of next review	September 2023

Key staff involved in the procedure

Role	Name(s)
Head of centre	Mrs J Jenks
Exams officer	Mr D Heyes/Mrs E C Lever
Senior leader(s)	Mr J Chadwick, Mrs C Hooley, Mr N Kellett, Mr J Allcock, Mr K Tierney, Ms K Gill
SENCo	Mrs T Wilson

Purpose of the procedure

This procedure confirms Saint Michael's CE High School's compliance with JCQ's General Regulations for Approved Centres 2022-2023 (section 5.3x) 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 may make a complaint on the grounds below (this is not an exhaustive list).

Teaching and learning

- 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 (centre assessed work), which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body
- 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
- Candidate unhappy with internal assessment decision (complainant to refer via the examination officer to the centre's *internal appeals procedure*)
- Centre fails to adhere to its *internal appeals procedure*

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 record their personal data online (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/assistive technology 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 examination 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 accepted/rejected outcome of a special consideration application if provided by awarding body

Results and Post-results

- 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 request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- Candidate unhappy with a result
- Candidate unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- 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

Please note this applies to the examination process only. All other complaints must follow the school's complaints policy. If a candidate has a general concern or complaint about the centre's delivery or administration of an examined qualification he/she is following, we encourage him/her to try to resolve this informally in the first instance. If a complaint fails to be resolved informally, the candidate is then at liberty to make a formal complaint.

How to make a formal complaint

- A formal complaint should be submitted in writing by completing the **complaints and appeals form** found at the end of this document
- Completed forms should be returned to the exams officer
- Forms received will be logged by the centre and acknowledged within 20 school days. The School is committed to dealing with complaints as speedily as possible and would plan to complete each stage within 20 school days. From time to time, it may not be possible to complete the process in that timescale. Where it is not possible, the complainant will be informed of any delays.

How a formal complaint is investigated

- The head of centre will further investigate or appoint a member of the senior leadership team (who 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

Appeals

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

- Any appeal must be in writing by again completing a **complaints and appeals form**
- Forms received will be logged by the centre and acknowledged within 2 calendar days
- The appeal will be referred to Chair of Governors (or a special Committee of the Governing body) for consideration
- The Chair of Governors (or Committee) will inform the appellant of the final conclusion in due course

Examination Complaints/ Internal Assessment or Post Results Appeals form

For centre use only	
Date received	
Reference no.	

Please tick a box to indicate the nature of your appeal/ complaint and complete all white boxes on the form below

- Complaint about exam entries/ exam administration/ conduct of exams/ access arrangements
- Request a copy of materials relating to their internal assessment (SMHS will respond in two working days)
- Request a clerical re-check and a review of marking/ moderation of an internal assessment decision (must be made within four working days of receipt of receiving copies of materials. SMHS will respond within four working days of receipt of request or before the awarding bodies deadline (whichever is earlier))
- I do not accept the outcome of the review of marking of the internal assessment decision. SMHS will notify the exam board of this.
- Appeal against the centre's decision not to support a post results clerical check, a review of marking, a review of moderation or an appeal of post results

Candidate Name		Awarding Body	
Exam title/ subject		Exam code	

Please provide detail of your complaint or state the grounds for your appeal below

If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Signed		Date	
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This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure