



## Complaints Policy (Exams)

**Review Period**      Annually      **Last Review Date**      September 2025      **Next Review Date**      September 2026

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## 1. Policy Information

<b>Centre name</b>	Sutton House Academy
<b>Centre number</b>	16611
<b>Date policy first created</b>	08/01/2024
<b>Current policy approved by</b>	SLT
<b>Current policy reviewed by</b>	Jonathan Lee
<b>Date of review</b>	September 2025
<b>Date of next review</b>	September 2026

## 2. Key Staff involved

<b>Role</b>	<b>Staff Name</b>
Head of Centre	Eglantin Muca (Landi)
Senior Leader(s)	Rachael Wyatt (Teaching & Learning Lead)
Exams Officer	Jonathan Lee

This policy is reviewed and updated annually to ensure that any complaints at Sutton House Academy are managed in accordance with current requirements and regulations.

## 3. Purpose of the Policy

The purpose of this policy is to confirm the arrangements for complaints at Sutton House Academy and confirm compliance with JCQ General Regulations for Approved Centres. This policy covers general complaints regarding the centre's delivery or administration of a qualification and the internal appeals procedure.

## 4. Grounds for Complaint

A candidate or parent/carer may make a complaint relating to teaching and learning, access arrangements and special consideration, examination entries, the conduct of examinations, and

results or post-results services. Where dissatisfaction relates to marking or results, awarding body post-results services or the centre's internal appeals procedure must be followed.

## **5. Raising a Concern or Complaint**

Sutton House Academy encourages concerns or complaints to be resolved informally in the first instance. Concerns can be raised in person, in writing, by email or by telephone with the Head of Centre.

If informal resolution is not successful, a formal complaint may be submitted.

## **6. Making a Formal Complaint**

Formal complaints should be submitted in writing using the complaints form available from the Exams Officer. All complaints will be logged and acknowledged within three working days.

## **7. Investigation of Complaints**

The Head of Centre, or a nominated member of the Senior Leadership Team, will investigate the complaint. Findings and outcomes will be communicated to the complainant within two weeks.

## **8. Internal Appeals Procedure**

If the complainant remains dissatisfied, an appeal may be submitted in line with the centre's internal appeals procedure. Appeals will be acknowledged within 20 days and reviewed by the designated member of senior staff.

## **9. Changes for 2025/2026**

No further changes applicable.