



Appeals Policy

Introduction

This policy addresses the situation where students may wish to appeal against a grade he/she has received for a qualification.

Access

Students are made aware of the existence of this policy and have open access to it. It can be found in The Acorns School Policy folder in the main office, and on the network T drive accessible by asking a member of staff. The appeals policies for each of the awarding bodies used by The Acorns School are available from The Examinations officer. All tutors are made aware of these policies and how to access them in order that students can be supported.

This policy is reviewed annually and may be amended in response to feedback from students, staff, parents and external organisations.

Policy Statement

Appeals Procedure

The following procedure relates to internal or controlled assessment decisions.

- The Exams Officer will be responsible for managing appeals.
The Exams Officer will then be responsible for disseminating information to all candidates and their Carers about the appeals procedure and for informing the Head teacher about the existence and outcome of all such appeals
- The appeal should be made in writing stating the details of the complaint and the reasons for the appeal.
- Parents/Carers who wish to make an appeal should do so within 14 working days of the assessment being made.
- A copy of any appeal should be made available to any teacher whose assessment is the subject of an appeal, and they should be invited to respond to this in writing, with a copy sent to the candidate.
- The member of staff has a responsibility to explain to the candidates why he/she received the grade/mark
- If the candidate is not happy with the written response they have received they should then be offered a personal hearing. The candidate should be given reasonable

notice of the hearing date and have access to all relevant documents (eg. Marks, assessments), in advance of the hearing. The candidate will be allowed to be accompanied by one single Carer. The teacher and the candidate will have the opportunity to hear each other's submission to the hearing.

- The student will be informed of the outcome of the re-marking by letter.
- The panel will consist of two individuals who have not previously dealt with the particular case. One will be the Head teacher, or another senior member of staff and the other, either another member of staff or a member of the School Management Committee.
- The school will maintain a written record of all appeals, including the outcome and the reasons for the outcome. The school will forward a copy to the candidate and their Carer within 14 working days of the outcome.
- The School will inform the Awarding Body if there is any change to an internally assessed mark as result of an appeal.

Any pupil and their parent/carer who wants to query a mark/grade awarded by an Awarding Board upon issue of results should follow the following procedure

- Contact the Examinations Officer and the subject teacher as soon as possible (but at least **FIVE working days before the published deadline for EARs**) in person to discuss the mark/grade. The Examinations Officer will advise on the options available to query the mark/grade and the costs involved.
- Students should be aware that EARs can result in the marks/grades being raised, confirmed or lowered. Pupils must sign a consent form to confirm that they understand the consequences of an EAR. Consent forms will be issued by the Examinations Officer.
- The subject teacher will review the student's marks/grades to advise on the appropriate action taking into account the breakdown of the marks, the grade boundaries and the pupils predicted grades. If the teacher decides to support the EAR they will make a request, together with the pupil's consent form to the Examinations Officer **before the published deadline for EARs**. The cost of the enquiry will be met by the school.
- If the subject teacher **does not agree** to support the EAR a pupil and their parent/carer may appeal against the decision not to support an EAR. Appeals should be made in writing to the Examinations Officer, at least **5 working days before the published deadline for EARs**. The appeal should state in detail, the reason for the appeal. This appeal should be signed, dated and should include a daytime contact telephone number and email address (if possible) of the pupil, parent or carer. The appeal information will be reviewed by the Examinations Officer and a member of the Senior Leadership Team. The outcome of the appeal will be communicated by

telephone, email or first class post as appropriate within 24 hours of receipt. The decision is final.

- If the school **does not** support the EAR, the pupil may still proceed with the EAR but **ALL** costs involved will be paid by the pupil at the time the EAR is made. No EARs will be made until fees are paid. Requests must be made in person to the Examinations Officer **before the deadline for EARs**. If the enquiry is successful, the fee will be refunded to the pupil.
- Outcomes following EARs will be forwarded to the pupil as soon as they have been received from the Awarding Boards.

FEBRUARY 2026

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