



# Complaints and Appeals Procedure

Policy/Procedure creator: Mrs Jill Thomson

Policy/Procedure created/reviewed: 04/11/2021

Centre Name	St Francis' College
Centre Number	17425
Date procedure first created (dd/mm/yyyy)	04/11/2021
Current procedure reviewed by	Mrs Bronwen Goulding
Current procedure approved by	Mrs Bronwen Goulding
Date procedure to be next reviewed (dd/mm/yyyy)	November 2022

## Key staff involved in the procedure

Role	Name
Exams officer	Mrs Jill Thomson
Senior leader(s)	Mr James Nichols, Dr Nick Dennis, Mr Dan Carr
Head of centre	Mrs Bronwen Goulding
Other staff (if applicable)	Mrs Armande Fryatt

This procedure is reviewed and updated annually to ensure that the complaints and appeals in relation to examinations at St Francis' College 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 St Francis' College 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 St Francis' College 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 utilised 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:

N/A

### 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:

N/A

### 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:

N/A

### 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:

N/A

### 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 via exams officer to awarding body **post-results services**)
- 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**)
- (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:

N/A

## 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, St Francis' College encourages an informal resolution in the first instance. This can be undertaken by 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, [St. Francis' College encourages him/her to try to resolve this informally in the first instance. This should be done by writing or emailing the Head of Centre.

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

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 Mrs Bronwen Goulding

Formal complaints will be logged and acknowledged within 5 working days.

To make a formal complaint, candidates (or parents/carers) must

- A complaint should contact the relevant member of staff at the first instance.
- If the complaint has not been resolved informally, within 7 school days, then the complainant should put their issues in writing and submit it to the Head of Centre. This should be a detailed letter and log of the situation.
- Normally the Head will meet the complainant within 7 working days of receipt of the complaint.
- The processes above follow St. Francis' College Complaints Procedure.

### 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.

The findings and conclusion of any investigation will be provided to the complainant within 28 working days.

### Appeals

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

To submit an appeal, candidates (or parents/carers) must

- Any appeal must be submitted, in writing, by writing to the Chair of Governors.
- Letters received will be logged by the centre and acknowledged within 10 days of the complainant receiving the result of the investigation
- The appeal will be referred to the Chair of Governors (or a special Committee of the Governors) for consideration
- The Chair of Governors will inform the appellant of the final conclusion in due course

Appeals will be logged and acknowledged within 10 working days.

The appeal will be referred to Chair of Governors in the first instance..

It will be the responsibility of The Chair of GovernorsN/A to inform the appellant of the final conclusion.

Additional details on the appeals process:

N/A