

COMPLAINTS POLICY (Exams) 2024/25

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
M Goulborn - Principal	
Date of next review	January 2026

Key staff involved in the policy

Role	Name(s)
Head of centre	M Goulborn
Exams officer	C Mudie
Senior leader(s)	S French – Vice Principal L Starr – Vice Principal J Fodor – Vice Principal S Kennedy – Assistant Principal M McGarrity – Assistant Principal

COMPLAINTS POLICY (Exams) TEMPLATE

Delete this text box when the information contained below is understood

Changes made to the contents of this template since the previous (2023/24) version are **highlighted** for easy identification. A change may not always signify a regulation change/update, but rather to provide clarity.

This template is provided as an example **only** and is designed to provide you with a starting point/framework on which to build a complaints policy.

A table to record key staff (job role and name) involved in the policy is included at the beginning of the template. You may choose to delete this or use it as good practice by inserting **all** relevant roles and staff names (some example roles have been provided).

Important points that **must** be noted/actioned

The grounds for complaints should be set by the centre - the grounds provided are suggestions **only** and the list is not exhaustive

How to raise concerns/complaints should also be set by the centre – the process included in the template provides suggestions **only**

[Insert...] fields are in coloured font to highlight them – this is to ensure the need to insert relevant centre-specific details stands out and is not overlooked – change colour to 'automatic' when inserted

The response times should be clearly set by the centre (replace **X** to reflect this) (you may also for example wish to change the term 'calendar days' to working days or school/college days etc.)

The **Complaints form** and **log** are suggestions **only** – if used as part of your centre's complaints policy these should be customised to reflect the processes used in your centre to capture information

The template should be closely checked and edited accordingly to reflect ways of working in your centre by:

- deleting information that is not relevant to your centre
- amending information where a process runs differently in your centre
- adding information that you consider should be included in this policy

Purpose of the policy

This policy confirms **Christ's College, Guildford** compliance with JCQ's **General Regulations for Approved Centres** (5.3, 5.8) in drawing to the attention of candidates and their parents/carers **our** written complaints policy which **covers** general complaints regarding the centre's delivery or administration of a qualification **and our internal appeals procedure**.

Grounds for complaint

A candidate (or **their** parent/carer) may make a complaint on the grounds below (this is not an exhaustive list).

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 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
- Candidate not informed of **their** centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of **their** 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 S French, Vice-principal, to the centre's *internal appeals procedure*)
- Centre fails to adhere to its *internal appeals procedure*

Access arrangements and special consideration

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding **their** 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 S French, Vice-principal**, 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

- Before exams, 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 decision on the submission of a 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 **via S French, Vice-principal**, to the centre's *internal appeals procedure*)
- Centre fails to adhere to its *internal appeals procedure*
- 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 candidate without gaining required candidate consent/permission

Raising a concern/complaint

If a candidate (or their parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification they are following, Christ's College, Guildford encourages the candidate to try to resolve this informally in the first instance.

The concern or complaint should be made in person, by telephone or in writing to the head of centre.

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

How to make a formal complaint

- A formal complaint should be submitted to Christ's College, Guildford in writing by completing a **complaints form**
- Forms are available from reception
- Completed forms should be returned to Mr M Goulborn
- Forms received will be logged by the centre and acknowledged within 5 working days

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 will be provided to the complainant within 10 working days

Internal appeals procedure

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

- Any appeal must be submitted to Christ's College, Guildford by following the centre's internal appeals procedure and completing an **internal-appeals form**
- Forms received will be logged by the centre and acknowledged within 5 calendar days
- The appeal will be referred to the head of centre
- The head of centre will inform the appellant of the final conclusion in accordance with the internal appeals procedure

Complaints form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick box to indicate the nature of your complaint

- ☐ Complaint-against the centre's delivery of a qualification
- ☐ Complaint against the centre's administration of a qualification

Name of complainant	
Candidate name (if different to complainant)	
Please state the grounds for your complaint below:	
If your grounds are lengthy, please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed	
Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s)	
Complainant signature:	Date of signature:

This form must be completed in full - an incomplete form will be returned to the complainant

Complaints log

On receipt, all complaints are assigned a reference number and logged. Outcome and outcome date is also recorded.

[illegible]