**Examinations Complaints and Appeals Procedure**

2022/23

Key staff involved in the procedure

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| --- | --- |
| Role | Name(s) |
| Head of centre | Mrs Debra King |
| Exams officer | Mrs Ioana Bird |
| Senior leader(s) | Mr Richard Settle, Mrs Suzie Tall |
| ALS lead/SENCo | Mrs Hannah Settle |

This document was produced in conjunction with **The Exams Office**

**Purpose of the procedure**

This procedure confirms Sancton Wood School’s compliance with JCQ’s **General Regulations for Approved Centres** (section 5.8)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 (or his/her/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
* 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 Examinations Officer, 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 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 SENCo or the Examinations 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**

* Before exams, 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 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 The Examinations Officer 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

**How to make a complaint**

The School's complaints procedure has three stages:

Stage 1: informal raising of a concern or difficulty with a member of staff orally or in writing as set out in - further details of this procedure are set out in Appendix 1 of the Complaints Policy listed on the Sancton Wood Website.

Stage 2: a formal complaint in writing to the Head - further details of how to make a formal complaint and the relevant procedures are set out in Appendix 2 of the Complaints Policy listed on the Sancton Wood Website.

Stage 3: a reference to the Complaints Panel - further details of how to request a Panel Hearing and the procedures to be followed are set out in Appendix 3 of the Complaints Policy listed on the Sancton Wood Website.

**Appeals**

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

* Any appeal must be submitted in writing by completing a complaints and appeals form which can be obtained from the Examinations Officer.
* Forms received will be logged by the centre and acknowledged within 7 calendar days.
* The appeal will be referred to the Chair of Governors for consideration.
* The Chair of Governors will inform the appellant of the final conclusion in due course