 Woodford County High School for Girls SCHOOL POLICY Exam Complaints And Appeals Policy	Effective Date : 7 th November 2023	
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1. Purpose of the policy

This policy confirms Woodford County High School's (henceforth WCHS) compliance with JCQ's General Regulations for Approved Centres 2018-2019, section 5.8 that examination centres 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.

2. Grounds For Making A Complaint

A candidate (or her parent/carer if under 18) may make a complaint on the grounds below.

Teaching and learning

- Quality of teaching and learning: (a) a non-subject specialist teacher without adequate subject matter expertise has been utilised on a long-term basis; (b) incorrect core content has been studied and/or taught or (c) core content has not been adequately covered
- Pre-release/advance material/set task issued by the awarding body was not provided on time to an exam candidate
- The taking of an assessment, which contributes to the final grade of the qualification, was not conducted according to the JCQ/awarding body instructions
- The marking of an internal assessment, which contributes to the final grade of the qualification, was not undertaken according to the requirements of the awarding body (the complainant should refer to the *Procedure For Appeals Against Internal Assessment* on the school website.)
- WCHS fails to adhere to this internal appeals procedure.
- The candidate was not informed of her centre-assessed marks prior to marks being submitted to the awarding body.



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- The candidate was not informed of her centre-assessed marks in sufficient time to request or appeal a review of marking prior to marks being submitted to the awarding body.
- The candidate not given sufficient time to review materials to make a decision on whether to request a review of centre assessed marks.

Access arrangements


- The candidate not assessed by the centre's appointed assessor despite making a request for this to occur.
- The candidate was not involved in decisions made regarding her access arrangements.
- The candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed Data Protection Notice).
- The candidate was not informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply.
- Exam information was not appropriately adapted for a disabled candidate to access it.
- Adapted equipment which was put in place failed during exam/assessment.
- Approved access arrangement(s) were not put in place at the time of an exam/assessment.
- Appropriate arrangements were not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment.

Entries

- The candidate was not entered for a required exam/assessment.
- The candidate was entered for a wrong exam/assessment.
- The candidate was entered for a wrong tier of entry.

Conducting examinations


- Failure to adequately brief candidates on the exam timetable and regulations prior to the exam/assessment taking place.
- The room in which exam was held did not provide candidate with appropriate conditions for taking the exam.
- There was inadequate invigilation in the exam room.
- Failure to conduct the exam according to the regulations.
- The online system failed during an online exam/assessment.
- Unreasonable disruption during the exam/assessment.
- An alleged, suspected or actual malpractice incident was not investigated after having been reported.
- An eligible application for special consideration for a candidate was not submitted or was not submitted to timescale.

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- Failure to inform/update the candidate on the outcome of a special consideration application once this has been communicated to the school by the examination board.

Results and Post-results

- The candidate not having access to an appropriate member of senior staff after the publication of results to discuss/make decision on the submission of an enquiry in order to meet the deadline.
- The candidate requested return of work after moderation and the work was not available/disposed of earlier than allowed in the regulations.
- The candidate (or parent/carer if under 18) is unhappy with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal.
- WCHS applied for the wrong post-results service/for the wrong exam paper for a candidate.
- WCHS missed the awarding body deadline to apply for a post-results service despite the request being made in good time by the candidate (or parent/carer if under 18).
- WCHS applied for a post-results service for a candidate without gaining the required candidate consent/permission.

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3. Appeals Procedure

If a candidate (or her parent/carer if under 18) has a general concern or complaint about the WCHS's delivery or administration of a qualification she is following, WCHS encourages her to try to resolve this informally in the first instance. A concern or complaint should be made in writing to the head of centre (Ms Pomeroy).

If a complaint fails to be resolved informally, the candidate (or her parent/carer if under 18) is then at liberty to make a formal complaint.

How to make a formal complaint

A complaint form (Appendix 1) must be submitted by post or by hand to the Head of Centre at the earliest opportunity. Forms received will be logged by the centre and acknowledged within 5 working days.

Deadline For Submitting Complaints


- Complaints in relation to the quality of teaching and assessment for access arrangements must be submitted by 15th February of the year in which the examinations are taking place.
- All other complaints connected to Teaching and Learning must be submitted by 31st May of the year in which the examinations are taking place.
- Complaints in relation to implementation of access arrangements, entries and conducting exams must be submitted by 31st August of the year in which the examinations are taking place.
- Complaints in relation to results and post-results must be submitted by 30th September of the year in which the examinations are taking place.

How a formal complaint is investigated

The head of centre will 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 two working weeks. Should the process be delayed unavoidably, the complainant will be informed of the revised timeframe.

Appeals

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

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Any appeal must be submitted in writing by again completing a **complaints and appeals form (Appendix 1)** within **five working days of the result of the complaint investigation being communicated to the complainant**. Forms received will be logged by the centre and acknowledged within five working days. The appeal will be referred to the Chair of the School Governors Curriculum Committee for consideration. They will inform the appellant of the final conclusion in due course.

4. Other Related Policies

Controlled Assessment Malpractice And Appeals Policy (SP06.02); Examinations Policy (SP06.06); Special Educational Needs Policy (SP04.02); Curriculum Policy (SP06.01/002); Word Processor Policy; Non-Examined Assessments Policy (SP06.05.002).

5. Monitoring and Review

When monitoring this policy through its committee work, the governing board will require the Headteacher to report to the governors on the way the policy is being implemented.

This policy will be reviewed by the Governing Board every 3 years, or earlier if considered necessary.

6. Approval/Amendment

This policy is approved by the Governing Board of Woodford County High School. Any amendments to this Policy require approval by the Governing Board of Woodford County High School.

7. Questions

If you have any questions about this policy, please contact the Deputy Headteacher, Woodford County High School, High Road, Woodford Green, Essex, IG8 9LA.

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APPENDIX 1

Complaints and appeals form

Please tick box to indicate the nature of your complaint/appeal

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

FOR CENTRE USE ONLY

Date received

Reference No.

Name of complainant/appellant

Candidate name if different to
complainant/appellant

Please state the grounds for your complaint/appeal below

If your complaint is 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

Your appeal should identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate

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/appellant signature:

Date of signature:

This form must be completed in full; an incomplete form will be returned to the complainant/appellant