




Name of Policy	Complaints and Appeals - Exams
School Lead	Jon Stevenson
Governor Lead	Full Governing Body
Date of last Review	October 2023
Date of Approval	October 2023
Date of next Review	October 2024
Links to other policies	Exams Policy
Head teacher sign off signature and date	 October 2023

Key staff involved in the complaints and appeals procedure

Role	Name(s)
Head of centre	Steve Barnes
Exams officer	Liz Hallissey
SLT members	Jon Stevenson, Helen Garrett
SENCo	Elena Wilson
Chair of Governors	Barbara Temple

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1 Purpose

The purpose of this complaints and appeals policy is to confirm The Pilgrim 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, the written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification.

2 Grounds for complaint

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

2.1 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, 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 as stipulated in section 18 of The Pilgrim School's Examination policy.

2.2 Access Arrangements

- 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 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 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 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
- Failure to liaise with mainstream schools regarding access requirements for dual registered candidates where entries are being made by their mainstream school.

2.3 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
- Dual registered candidate entries not being made by either The Pilgrim School or their mainstream school.
- Dual registered candidates being entered by mainstream school and not having transfer candidate procedures in place to enable them to sit exams within The Pilgrim School.

2.4 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 outcome of a special consideration application

2.5 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 the 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 Exams Officer to the centre's 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

3 Complaints and Appeals Procedure

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, The Pilgrim School encourages him/her to try to resolve this informally in the first instance. The concern or complaint should be raised as early as possible with the Exams Officer either by telephone or in writing. If the complaint cannot be addressed or resolved by the Exams Officer then it should be put in writing to the Head of Centre.

If a complaint fails to be resolved informally by either the Exams Officer or Head of Centre, the candidate (or his/her parent/carer) is then at liberty to make a formal complaint.

3.1 How to make a formal complaint

- A formal complaint should be submitted in writing to the Head of Centre and the Exams Officer made aware
- Formal complaints will be logged by the Exams Officer and acknowledged within 3 working days. Complaints log is attached as an appendix

3.2 How a formal complaint is investigated

- The Head of Centre will review the complaint and either investigate personally or delegate to the SLT member responsible for exams
- Depending on the nature of the complaint, data will be collected from subject teachers, invigilators, the Exams Officer or other relevant parties to inform the Head of Centre's decision
- Head of Centre will then review and collate a report based on all data collected by themselves or SLT member for exams.
- The Head of Centre will inform Exams Officer and appellant of results within 2 working weeks from date of complaint

3.3 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 to the Chair of Governors for their consideration, with the Head of Centre made aware
- Head of Centre will log and acknowledge receipt of the appeal within 3 working days
- The Chair of Governors will inform the appellant of their final conclusion within 2 working weeks from the date of appeal
- If the appellant disagrees with the outcome of the review it can be escalated to OFQUAL.

Appendix 1: Complaints and Appeals Log

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

Ref No.	Date received	Complainant / Appealer	Complaint or Appeal details	Outcome	Outcome date