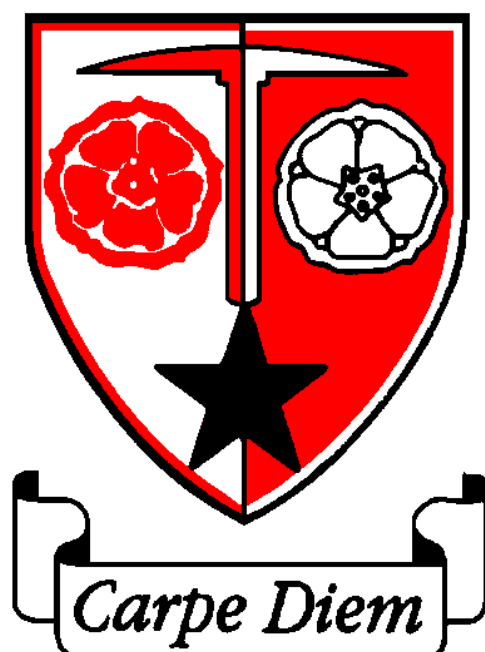


AUDENSHAW SCHOOL



COMPLAINTS POLICY (EXAMS)

This policy is reviewed annually by the Standards Committee.

History of Document

Issue No	Author/Owner	Date Written	Approved by Personnel	Received by Governors	Comments
1	Jordan McCabe	15/11/2017	03/01/2018	08/01/2018	
1.1	Jordan McCabe	19/11/2018	14/12/2018	14/12/2018	Changes To Dates.
1.2	Jordan McCabe	05/11/2019	20/11/2019	20/11/2019	Changes To Dates and Terms.
1.3	Jordan McCabe	24/11/2020	14/12/2020	14/12/2020	Changes To Dates.
1.4	Jordan McCabe	07/12/2021	08/04/2022	08/04/2022	Changes To Dates.
1.5	Louise Garside	07/11/2022	02/03/2023	02/03/2023	Changes to Dates
1.6	Louise Garside	10/10/2023	23/04/2024	23/04/2024	Changes To Terms
1.7	Louise Garside	30/09/2024	11/03/2025	10/03/2026	Minor amendments

OUR MISSION

Our School aims to provide a quality education in a caring community based on values of **respect, responsibility** and **resilience** and a relentless pursuit of excellence in all that we do.

OUR VISION

Our School will be recognised as a fully inclusive, aspirational, high achieving centre of excellence, firmly rooted in the local community.

We will create, develop and maintain a challenging and stimulating personalised learning environment where no student is overlooked or left behind and where teaching and learning is high quality, inspirational and innovative.

We will consistently have high academic standards and expectations for every individual and continue to place considerable value on sport and healthy living and developing strong links with the community.

All members of our School community will be valued and every success will be celebrated. Our School will maintain a safe, secure and caring environment in which to work and learn.

<u>CONTENTS</u>	<u>PAGE</u>
Purpose Of The Policy	4
Key Staff Involved In Internal Appeals Policy	4
Grounds For Complaint	4-6
Complaints And Appeals Procedure	7
Complaint/Appeals Form	8
Complaints And Appeals Log	9

Purpose Of The Policy

This policy details how Audenshaw School compliance with JCQ's General Regulations for Approved Centres 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.

Key Staff Involved In Internal Appeals Policy

<u>ROLE</u>
Head Of Centre
Senior Leadership Team Members
Examinations Officer

Grounds For Complaint

A candidate may make a complaint on the grounds below (this is not an exhaustive list).

Teaching And Learning

- Quality of teaching and learning.
- 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 the Exams 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 details 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 Exams Officer to the centre's internal appeals procedure)
- Centre fails to adhere to its internal procedure

Entries

- Failure to clearly explain a decision of early entry for a qualification to candidate.
- Candidate not entered 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
1 to 30 for all exams apart from timetabled Art examinations where it is 1 to 20.
- 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 acceptance/rejection of a special consideration application if provided by the 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 unhappy with a result (complainant to refer via exams officer to awarding body *post-results services*).
- Candidate 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 Head Of Centre to the centre's *Internal Appeals Policy*).
- 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, Audenshaw School encourages the candidate to try to resolve this informally in the first instance. A concern or complaint should be made in writing containing full details using the documentation in this policy and then sent to the complaints co-ordinator for the attention of the Head Of Centre and Exams Officer.

If a complaint fails to be resolved informally the candidate is then at liberty to make a formal complaint.

How to make a formal complaint

- A formal complaint should be submitted in writing by completing a Complaints/Appeal Form
- The Complaints Form is available from the Exams Officer
- Completed forms should be returned via email to admin@audenshawschool.org.uk
- Forms received will be logged by the Centre and acknowledged within 3 school days.

How a formal complaint is investigated

Stage 1 – Complaint heard by an Employee

- The Head of Centre will appoint a member of the senior leadership team (who is not involved in the grounds of the 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 school days.

Stage 2 – Complaint heard by Head of Centre

- If the complainant is dissatisfied with the outcome of the complaint following Stage 1, they will be able to escalate the matter to the Head of Centre for consideration of the initial complaint.
- The complainant should write to the Head of Centre within 5 school days of receiving the Stage 1 outcome letter outlining their complaint in full as to why it is felt that the matter needs to be escalated to Stage 2.

- The school will reply within 10 school days from the date the complaint is received.
- The Head of Centre may delegate the task of collating the information to another employee but must take the decision on the action to be taken as a result.

Stage 3 – Complaint heard by a panel of the Board of Governors.

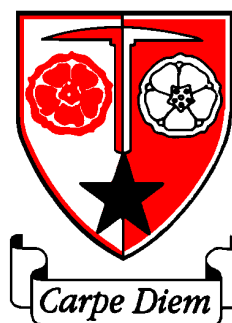
- Following the outcome, if the complainant remains dissatisfied and believes that there are clear grounds, an appeal can be submitted:
- The complainant should write to the Complaints Coordinator giving details of the complaint within 5 school days of receiving the outcome letter from Stage 2.
- The Complaints Co-Ordinator will liaise with The Chair of the Board of Governors, or a nominated Governor, who will direct an Appeal Panel be convened as quickly as possible, and no later than 15 School days after the appeal was received.
- The complainant will be notified of the Panel's decision within 10 school days of the date of the Appeal Panel was held.

Complaints Form

This form should be completed in all cases to lodge a Complaint

Please tick to indicate what the appeal is against:

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



Candidate Surname:		Candidate First name:	
Awarding Body		Subject	
Exam Paper		Exam Paper Title	

Please state the grounds for your complaint 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.

Continue overleaf if necessary

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):

Signature:

Date of signature:



Complaints Log

On receipt, all complaints will be assigned a reference number and logged.

The outcome of any reviews of the centre's marking will be made known to the Head Of Centre and will be logged. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

[illegible]