

	ST ALBANS GIRLS' SCHOOL
Exams Complaints and Appeals Procedure	
GB sub-committee: Curriculum, Assessment & Standards Committee	
Co-ordinator: Mrs M Maddison	
Last Reviewed: Spring 2024	Next Review: Spring 2025
	
Signed by: Margaret Chapman <i>Head Teacher</i>	Signed by: Claire Barnard <i>Chair of Governors</i>

1. RATIONALE	
1.1	<p>This procedure confirms St Albans Girls' School is compliant with:</p> <ul style="list-style-type: none"> JCQ's General Regulations for Approved Centres 2023-2024 which state that the centre has in place "a written complaints and internal appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification". JCQ's A guide to the awarding bodies' appeal process <p>Grounds for complaint A candidate (or parent/carer) may make a complaint on the grounds below:</p>
2. TEACHING AND LEARNING	
2.1	<ul style="list-style-type: none"> 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 (complainant should refer to the centre's internal appeals procedure) Centre fails to adhere to its internal appeals procedure 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 enough time to request/appeal a review of marking prior to marks being submitted to the awarding body Candidate not given enough time to review materials to make a decision whether to request a review of centre assessed marks

	<ul style="list-style-type: none"> Quality of teaching and learning, for example: core content not adequately covered, inadequate feedback for a candidate following assessments, incorrect core content studied/taught, teacher without adequate training/subject matter expertise utilised on a long term basis.
3. ACCESS ARRANGEMENTS	
3.1	<ul style="list-style-type: none"> 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 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 because of a temporary injury or impairment Candidate is unhappy with centre decisions relating to access arrangements or special consideration. Centre fails to adhere to its internal appeals procedure
4. ENTRIES	
4.1	<ul style="list-style-type: none"> 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 Failure to clearly explain decision of early entry for a qualification to a candidate (or parent/carer)
5. CONDUCTING EXAMINATIONS	
5.1	<ul style="list-style-type: none"> 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 (online) 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 the awarding body
6. RESULTS AND POST-RESULTS	
6.1	<ul style="list-style-type: none"> 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

	<ul style="list-style-type: none"> • Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of an 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 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 failed to adhere to its internal appeals procedure • Centre applied for the wrong post-results service/for the wrong exam paper 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 • Private candidates must submit an application for an appeal directly to the awarding body
7. COMPLAINTS AND APPEALS PROCEDURE	
7.1	<p>If a candidate has a general concern or complaint about the centre's delivery or administration of a qualification, St Albans Girls' School encourages a candidate to try to resolve this informally in the first instance. For example, a 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 is then at liberty to make a formal complaint.</p> <ul style="list-style-type: none"> • How to make a formal complaint? • A complaint should be submitted in writing by completing a Complaints and Appeals form (Appendix 1) • Forms are available from the Exams Office and the website • Completed forms should be returned to the Exams Office • Forms received will be logged by the centre and acknowledged within 7 days
8. HOW A FORMAL COMPLAINT IS INVESTIGATED	
8.1	<ul style="list-style-type: none"> • 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 2 working weeks
9. APPEALS	
9.1	<ul style="list-style-type: none"> • 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 again completing a Complaints and Appeals Form • Forms received will be logged by the centre and acknowledged within 7 working days • The appeal will be referred to the Chair of Governors • The Chair of Governors (or Committee) will inform the appellant of the conclusion in due course

4. MONITORING	
4.1	St Albans Girls' School monitors and reviews its policies and procedures on a regular basis to ensure that there is compliance.

COMPLAINTS AND APPEALS FORM

Name of complainant/appellant	Name different to complainant/appellant
Candidate name if different to complainant/appellant	
Please indicate: Complaint/appeal against the centre's delivery of a qualification	
Complaint/appeal against the centre's administration of a qualification	
Please state the grounds for your complaint/appeal below	
<p>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.</p> <p>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</p> <p>If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed</p>	
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:	

COMPLAINTS AND APPEALS LOG

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

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