



WELLACRE

COMPLAINTS AND APPEALS PROCEDURE (Exams)

Purpose of the Procedure

This procedure confirms Wellacre Academy compliance with JCQ's *General Regulations for Approved Centres 2017-2018*, section 5.7 that the centre has in place "...a 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 parent/carer may make a complaint on the grounds below.

Teaching and Learning

- Quality of teaching and learning, for example
 - 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*
- 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

Access Arrangements

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding his access arrangements
- Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed Data Protection Notice)
- 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

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 (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 outcome of a special consideration application

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 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 to the centre's *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

Complaints and Appeals Procedure

If a candidate (or his parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he is following, Wellacre Academy encourages him to try to resolve this informally in the first instance. A concern or complaint should be made in person, by telephone or in writing to the Vice Principal in the first instance.

If a complaint fails to be resolved informally the candidate (or his parent/carer) is then at liberty to make a formal complaint to the Principal.

How to make a Formal Complaint

If you are dissatisfied with the response you can make a complaint to the Principal. This should be made in writing and within 10 days of the original complaint. At this stage, you may also find it helpful to have a copy of the full statement of the General Complaints Procedure as this explains in detail what procedures are followed. This is available from the Academy website. The Principal will conduct a full investigation of the complaint or appoint a member of the Leadership Team to undertake an investigation on their behalf. You will receive a written response to your complaint within two weeks.

Appeals

The problem will normally be solved by this stage. However, if you are still not satisfied and you believe there are clear grounds, you may wish to contact the Chair of the Governing Body. A detailed account of the grievance should be sent to the Chair of Governors at the school's address with copies to the Principal within 10 working days following the formal complaint to the Principal or their delegate (at stage 2). The Chair of Governors, or a nominated governor, will convene a complaints panel who will meet to consider the complaint. The panel must include an independent person with no management connection to Wellacre Academy or who has any involvement in the running of the academy. This panel will meet within 20 working days of the receipt of the complaint. The clerk to the governing body should write to the complainant to acknowledge receipt of the written request. The members of the complaints panel may call upon such evidence as they consider relevant and their decision, which will be binding, will be conveyed in writing to all parties within 10 school days of the meeting. You will be invited to attend and speak to the panel at a meeting, which the Principal will also attend. The General Complaints Procedure Statement explains how these meetings operate. If your complaint is about an action of the Principal personally, then you should refer it to the Chair of Governors. You can contact the Chair by phoning or writing to the Academy, who will forward your request to the Chair

This procedure is reviewed annually to ensure compliance with current regulations

Complaints and Appeals Form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

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

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

