



THE KING'S SCHOOL GRANTHAM

Complaints and appeals procedure (exams) 2019/2020

KEY STAFF INVOLVED IN THE ACCESS ARRANGEMENTS PROCESS

Role	Name(s)
Special Educational Needs and Disabilities Coordinator (SENDCo)	Miss Simone Bieber
Head of Centre	Mr Simon Pickett
Access arrangement facilitator(s)	Mrs Elizabeth Dixon
Examinations Officer (EO)	Mrs Lisa Topham
Examinations Officer line manager	Mr Stephen Brook

PURPOSE OF THE PROCEDURE

This purpose of this policy is to enable The King's School compliance with JCQ's General Regulations for Approved Centres 2018-2019, section 5.8 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."

GROUNDINGS FOR COMPLAINT

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

TEACHING AND LEARNING

On the basis of the quality of teaching and learning, for example:

- Non-subject specialist teacher without adequate training or subject matter expertise utilised on a long-term basis
- Teacher lacking knowledge of new specification or incorrect core content studied or taught
- Core content not adequately covered
- Inadequate feedback for a candidate following assessment(s)

Pre-release or advance material or 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 or 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 or her centre assessed marks prior to marks being submitted to the awarding body

Candidate not informed of his centre assessed marks in sufficient time to request or 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 or 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 the exam or assessment.

Approved access arrangement(s) not put in place at the time of an exam or assessment.

Appropriate arrangements not put in place at the time of an exam or 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 or carer.

Candidate not entered or entered late (incurring a late entry fee) for a required exam or assessment.

Candidate entered for a wrong exam or assessment.

Candidate entered for a wrong tier of entry.

CONDUCTING EXAMINATIONS

Failure to adequately brief candidate on exam timetable or exam regulations prior to exam or 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 or assessment.

Disruption during exam or assessment.

Alleged, suspected or actual malpractice incident not investigated or reported.

Eligible application for special consideration for a candidate not submitted or not submitted to the timescale.

Failure to inform or update the 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 or make decision on the submission of an enquiry.

Candidate request for return of work after moderation and work not available or disposed of earlier than allowed in the regulations.

Candidate or parent or carer unhappy with a result (complainant to refer via exams officer to awarding body post-results services).

Candidate or parent or 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 be referred via exams officer to the centre's internal appeals procedure).

Centre applied for the wrong post-results service or 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 or permission.

COMPLAINTS AND APPEALS PROCEDURE

If a candidate, parent or carer has a general concern or complaint about the centre's delivery or administration of a qualification he is following, The King's School 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 head of centre.

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

HOW TO MAKE A FORMAL COMPLAINT

A complaint should be submitted in writing by completing a complaints and appeals form.

Forms are available from the exams officer.

Completed forms should be returned to the exams officer.

Forms received will be logged by the centre and acknowledged within 5 working days.

HOW A FORMAL COMPLAINT IS INVESTIGATED

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 3 working weeks.

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 by again completing a complaints and appeals form.
- Forms received will be logged by the centre and acknowledged within 5 working days.
- The appeal will be referred to the Chair of Governors (or a special Committee of the Governing body) for consideration.
- The Chair of Governors (or Committee) will inform the appellant of the final conclusion in due course.

COMPLAINTS AND APPEALS FORM

FOR CENTRE USE ONLY	
Date received	
Reference No.	

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

Complaint or appeal against the centre's delivery of a qualification

Complaint or appeal against the centre's administration of a qualification

Name of complainant or appellant			
Candidate name if different to complainant or appellant			
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 your view.</p> <p>Your appeal should identify the centre's failure to follow procedures as set out in the relevant policy, 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>			
Please 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

