



Complaints & Appeals Policy

2022 - 2023

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Internal Appeals Policy

Purpose of The Policy

This policy details how Denton Community College complies with JCQ's General Regulations for Approved Centres 2021-2022 with regards to complaints and appeals.

Key Staff Involved In Internal Appeals Policy

ROLE
Head of Centre
Senior Leadership Team Members
Examinations Manager

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.
- 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 Policy*).
- Centre fails to adhere to its *Internal Appeals Policy*.
- 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

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.

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 e.g. 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 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 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 manager 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 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.

Complaints and Appeals Procedure

If a candidate has a general concern or complaint about the centre's delivery or administration of a qualification they are/were involved in, 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.

For further details of the procedure the candidate should consult the full Internal Appeals Policy available on request from Student Services and found on the school's website. If the student still wishes to make a complaint, they must complete the Complaints and Appeals Form enclosed in this policy. In addition, all Complaints and Appeals will be formally logged using the enclosed Complaints and Appeals Log.



Complaint / Appeals Form

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This form should be completed in all cases to lodge a Complaint and/or Appeal.

Please tick to indicate what the appeal is against:

- Complaint / Appeal against a centre's delivery of a qualification
- Complaint / Appeal against a centre's administration of a qualification

Candidate Surname		Candidate First Name	
Awarding Body		Exam Paper Code	
Qualification Type & Subject		Exam Paper Title	

Please state the grounds for your appeal below:

*If your complaint/appeal 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 complaint/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.
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 & Appeals Log

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On receipt, all appeals 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 and then noted on this log.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date