



Complaints Policy (Exams)

Responsibility:	G.Alvarado
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Complaints and Appeals Procedure

This procedure confirms Lister Community School compliance with JCQ's General Regulations for Approved Centres (section 5.8) that the centre will draw to the attention of candidates and their

parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification.

If a candidate, parent/carer has a general concern or complaint about the centre's delivery or administration of a qualification, Lister Community School encourages the candidate to resolve this informally in the first instance.

This should also be read in conjunction with Lister Complaints Policy found [here](#)

Grounds for complaint

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

Teaching and learning

- Concerns of the 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 procedure*)
- 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

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*)
- Approved access arrangement(s) not put in place at the time of an exam/assessment

Entries

- 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 conduct exam according to the regulations
- 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

- 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 (refer to 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