



DISCOVERY
EDUCATIONAL TRUST

Complaints Policy (Examinations) 2024/25

Title	Complaints Policy (Examinations) 2024/25
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Contents

1. Purpose.....	3
2. Grounds for Complaint	3
Teaching and Learning.....	3
Access Arrangements and Special Consideration	3
Entries.....	4
Conducting Examinations	4
Results and Post-Results.....	4
3. Raising a Concern/Complaint	5

1. Purpose

This Policy confirms Chase High School (CHS) and St. Martin's School (SMS) compliance with Joint Council for Qualifications' (JCQ) General Regulations for Approved Centres, Section 5.3, 5.8, namely that the Centre draws to the attention of the candidates and their parents/carers their written complaints policy, which covers general complaints regarding the Centre's delivery or administration of a qualification.

2. Grounds for Complaint

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

Teaching and Learning

- Quality of teaching and learning, for example:
 - Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis;
 - Teacher lacking knowledge of new specification/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 examination candidate;
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/Awarding Body instructions;
- 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 decide whether to request a review of Centre-assessed marks;
- Candidate unhappy with internal assessment decision (complainant to refer via website to the Centre's Internal Appeals Procedure);
- Centre fails to adhere to its Internal Appeals Procedure.

Access Arrangements and Special Consideration

- Candidate not assessed by the Centre's appointed assessor;
- Candidate not involved in decisions made regarding their access arrangements;
- Candidate did not consent to record their personal data online 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;
- Examination information not appropriately adapted for a disabled candidate to access it;
- Adapted equipment/assistive technology put in place failed during examination/assessment;

- Approved access arrangement(s) not put in place at the time of an examination/assessment;
- Appropriate arrangements not put in place at the time of an examination/assessment as a consequence of a temporary injury or impairment;
- Candidate unhappy with Centre decision relating to access arrangements or special consideration ((complainant to refer via website to the Centre's Internal Appeals Procedure);
- Centre fails to adhere to its Internal Appeals Procedure.

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 examination/assessment;
- Candidate entered for a wrong examination/assessment;
- Candidate entered for a wrong tier of entry.

Conducting Examinations

- Failure to adequately brief candidate on examination timetable/examination regulations prior to examination/assessment taking place;
- The room in which the examination was held did not provide candidate with appropriate conditions for taking the examination;
- Inadequate invigilation in examination room;
- Failure to conduct examination according to the regulations;
- Online system failed during (online) examination/assessment;
- Disruption during examination/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 an Awarding Body.

Results and Post-Results

- Before examinations, 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 (or parent/carer) unhappy with a result (complainant to refer via the Examinations Officer to Awarding Body post-results services);
- Candidate (or parent/carer) unhappy with a Centre decision not to support a clerical recheck, a review of marking, a review of moderation or an appeal (complainant to refer via website to the Centre's Internal Appeals Procedure);
- Centre fails to adhere to its Internal Appeals Procedure;
- 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.

3. Raising a Concern/Complaint

If a candidate (or their parent/carer) has a general concern or complaint about the Centre's delivery or administration of a qualification that they are following, CHS and SMS encourage them to try to resolve this informally, in the first instance, by contacting a member of the Senior Leadership Team.

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

Please refer to the Trust Complaints Policy and Procedure located on the Trust [website](#).

4. Internal Appeals procedure

Following the outcome, if the complainant remains dissatisfied and believes that there are clear grounds, an appeal can be submitted.

- Any appeal must be submitted by following the Centre's Internal Appeals Procedure and completing a **internal-appeals form**;
 - Forms received are logged by the Centre and acknowledged within three calendar days;
 - The appeal is referred to the member of staff as detailed in the Trust's Internal Appeals Procedure;
5. The member of staff, as detailed in the Trust's Internal Appeals Procedure, informs the appellant of the final conclusion in accordance with the Internal Appeals Procedure.