

Handsworth Grange Community Sports College

Exam Complaints & Appeals Policy

This Policy is current as at September 2023 but is a Work in Progress Document and will be continually assessed.

Please note that any or all of this policy may be overridden/revisited/amended should there be any national or international situations, that dictate extreme circumstance, which is out of our control, and this will be communicated via various mediums if and when necessary

Key staff involved in the complaints and appeals procedure

Role	Name(s)
Head of centre	Suzy Mattock
SLT members	Ben Wright
Exams officer	Kate Truelove

This procedure is reviewed when necessary to ensure compliance with current regulations

Purpose of the procedure

This procedure confirms HGCSC 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/her/parent/carer) may make a complaint on the grounds below: (this is not an exhaustive list).

Please note that any requests to view any malpractice reports and subsequent statements will be referred to the school Data Protection Policy and the procedure therein.

Teaching and learning

- 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

Centre Assessed Marks - General

- ▶ 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 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

Centre Assessed Marks – HGCSC Specific Policy

HGCSC is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. HGCSC is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

1. HGCSC will ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.
2. HGCSC will inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment.
3. HGCSC will, having received a request for copies of materials, promptly make them available to the candidate.
4. HGCSC will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Requests for reviews of marking **must** be made in writing. **This can take the form of a typed or handwritten document stating: name and candidate number; what is the mark wanting to be reviewed and why. This cannot simply say that you do not agree with the mark – criteria and reason must be given. A signature and the date of request must also be presented**
6. HGCSC will allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline.
7. HGCSC will ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.
8. HGCSC will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. The candidate will be informed in writing of the outcome of the review of the centre's marking.
10. The outcome of the review of the centre's marking will be made known to the head of centre and will be logged as a complaint. 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.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of HGCSC and is not covered by this procedure.

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 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

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 via Exam Officer 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 – this does not apply if the candidate presented an incomplete form and the centre was unable to ascertain the originator or if the form was not placed in the box provided in Reception (eg given to an individual member of staff who did not hand it in for whatever reason)– refer to Exam Review of Results Policy
- ▶ Centre applied for a post-results service for candidate without gaining required candidate consent/permission

Complaints and appeals procedure

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

If a complaint fails to be resolved informally the candidate (or his/her parent/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 Exam Officer**
- ▶ Completed forms should be returned to **Head of Centre or PA to Head of Centre**
- ▶ Forms received will be logged by the centre and acknowledged within **5 calendar 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 **2 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 calendar days**
- ▶ The appeal will be referred to Chair of Governors and a special panel for consideration
- ▶ The Chair of Governors (or panel) will inform the appellant of the final conclusion within 10 working days.

Please note that different criteria could apply should the exam cycle take a different route (ie national pandemic) which will be communicated as and when the centre is updated from key stakeholders relating to examination rules, regulations and outcomes.

Complaints and appeals form

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

- ☐ Complaint/appeal against the centre's delivery of a qualification
- ☐ Complaint/appeal

FOR CENTRE USE ONLY

Date
received

Reference
No.

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

- ☐ against the centre's administration of a qualification

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:
signature:

Date of

This form must be completed in full; an incomplete form will be returned to the complainant/appellant

Complaints and appeals log

On receipt, all complaints/appeals are assigned a reference number and logged. Outcome and outcome date is also recorded.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date