

Complaints Policy (Exams)

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Centre Name	Westhaven School
Centre Number	50646
Date policy first created	28/09/2023
Current policy approved by	Governing Body
Current policy reviewed by	Governing Body
Date of next review	05/01/2025

Key staff involved in the policy

Role	Name
Head of Centre	Jamie Peacock
Senior leader(s)	Zoe Payne Emma Wells Susan Cantello Sarah Vincent
Exams officer	John Bevan
Other staff (if applicable)	

This procedure is reviewed and updated annually to ensure that the complaints at Westhaven School are managed in accordance with current requirements and regulations.

Reference in this procedure to GR refers to the JCQ publication **General Regulations for Approved Centres**.

Purpose of the policy

The purpose of this policy is to confirm the arrangements for complaints at Westhaven School and confirms compliance with JCQ's **General Regulations for Approved Centres** (sections 5.3, 5.8) in drawing to the attention of candidates and their parents/carers its written complaints and appeals procedure which covers general complaints regarding the centre's delivery or administration of a qualification.

Grounds for complaint

A candidate (or his/her/parent/carer) at Westhaven School may make a complaint on the grounds below (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 mark prior to marks being submitted to the awarding body
- Candidate not informed of their centre assessed mark 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 the centre assessed mark
- Candidate unhappy with internal assessment decision (complainant to refer to the centre's internal appeals procedure)
- Centre fails to adhere to its internal appeals procedure

Additional grounds for complaint relating to teaching and learning: Not Applicable

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 completed **candidate personal data consent form**)
- Candidate not informed/adequately informed of the arrangement(s) in place and the subjects or components of subjects where the arrangement(s) 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 arrangement(s) 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 to the centre's **internal appeals procedure**)
- Centre fails to adhere to its internal appeals procedure

Additional grounds for complaint relating to access arrangements:

Not Applicable

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

Additional grounds for complaint relating to examination entries:

Not Applicable

Conducting examinations

- Failure to adequately brief candidate on examination timetable/regulations prior to examination/assessment taking place
- Room in which assessment held did not provide candidate with appropriate conditions for taking the examination
- Inadequate invigilation in examination room
- Failure to conduct the examination according to the regulations • Online system failed during (on-screen) examination/assessment • Disruption during the examination/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Failure to inform/update candidate on the accepted/rejected outcome of a special consideration application if provided by awarding body

Additional grounds for complaint relating to the conducting of examinations: Not Applicable

Results and Post-Results

- Before examinations, candidate not made aware of the arrangements for post-results services and the availability 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 a decision on the submission of a results 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 exams officer to awarding body **post-results services**)
- Candidate (or parent/carer) 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 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 a candidate without gaining required candidate consent/permission

Additional grounds for complaint relating to results and post-results:

Not Applicable

Raising a concern/complaint

If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, Westhaven School encourages an informal resolution in the first instance.

This can be undertaken by If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, Westhaven School encourages an informal resolution in the first instance.

This can be undertaken by Stage 1 of the policy on the school's website, speak directly with the member of staff involved or the Headteacher <https://www.westhavenschool.org.uk/wp-content/uploads/2023/02/Complaints-Policy-NS-Model-V1.2-2022-24.pdf>.

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

How to make a formal complaint

All documentation relating to the submission of a formal complaint is available from, and should be returned to All documentation relating to the submission of a formal complaint is available from, and should be returned to Stage 2 of the school's complaint policy on the school's website, must be in writing to the Headteacher <https://www.westhavenschool.org.uk/wp-content/uploads/2023/02/Complaints-Policy-NS-Model-V1.2-2022-24.pdf> Formal complaints will be logged and acknowledged within 5 School days.

To make a formal complaint, candidates (or parents/carers) must for Stage1 – This may be by letter, telephone or in person by appointment Stage 2 – In Writing to the Headteacher. Formal complaints will be logged and acknowledged within The complaint will be acknowledged within 5 school days..

To make a formal complaint, candidates (or parents/carers) must Completing the form in the complaints policy. <https://www.westhavenschool.org.uk/wp-content/uploads/2023/02/Complaints-Policy-NS-Model-V1.2-2022-24.pdf>.

How a formal complaint is investigated

The Headteacher (or Chair of Governors) may invite you to a meeting to clarify your concerns and to seek an informal resolution. If you accept that invitation, you may be accompanied by a friend or family member (not acting in a legal capacity), if you wish, to assist you in explaining the nature of your concerns. Brief notes of the meeting will be kept and a copy of any written response will be added to the record. If it is not possible to resolve your complaint through a meeting with the Headteacher (or Chair of Governors), arrangements will be made for the matter to be fully investigated using the appropriate

procedure. In any case, you should learn in writing, within five school working days of the school receiving your formal complaint, of how the school intends to proceed.

This notification will include an indication of the anticipated timescales. Any investigation will begin in accordance with the above-mentioned timeline and when it has been concluded you will be informed in writing of its conclusion.

If you are not satisfied with the decision or the manner in which the process has been followed, you can request that the Governing Body reviews the process followed by the school in handling the complaint.

Any such request must be made in writing to the Clerk to the Governing Body within ten school working days of receiving the notice of the outcome, and must include a statement specifying any perceived failures to follow the procedure. Members of the Reviewing Panel

The findings and conclusion of any investigation will be provided to the complainant within The timeframe set out in writing, within five school working days of the school receiving your formal complaint, of how the school intends to proceed..

Internal appeals procedure

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

To submit an appeal, candidates (or parents/carers) must To submit an appeal, candidates (or parents/carers) must Follow stage 3 of the School's complaints policy

<https://www.westhavenschool.org.uk/wp-content/uploads/2023/02/Complaints-Policy-NS-Model-V1.2-2022-24.pdf> and provide in writing to the Clerk to the Governing Body within ten school working days of receiving the notice of the outcome, and must include a statement specifying any perceived failures to follow the procedure..

Appeals will be logged and acknowledged within Ten school days.

The appeal will be referred to Three members of the Governing Body (forming a committee)

It will be the responsibility of The Chair of the Committee formed to inform the appellant of the final conclusion in accordance with the internal appeals procedure.

Additional details on the internal appeals process:

Changes 2023/24

(Changed) All references to complaints and appeals procedure (To) complaints policy (Changed) Heading - **Complaints and appeals procedure** (To) **Raising a concern/complaint** (Changed) Sub-heading - **Appeals** (To) Heading - **Internal appeals procedure** and updated the process

Centre-specific changes