





THE COOPERS' COMPANY
AND COBORN SCHOOL

Love as Brethren

Complaints and appeals procedure (exams)

2021/22

 	Name of School	The Coopers' Company and Coborn School
	Policy review Date	November 2021
	Date of next Review	November 2022
	Who reviewed this policy?	Mrs. A. Titley
	Approved by SLT	November 2021



Contents

Key staff involved in the complaints and appeals procedure	1
Purpose of the procedure	2
Grounds for complaint	2
Complaints and appeals procedure	4
Complaints and appeals form	5
Complaints and appeals log.....	6



Key staff involved in the complaints and appeals procedure

Role	Name(s)
Head of centre	Ms. S. Hay
SLT members	Mr. R. Bell Mr. M. Duncan Mrs. J. Harris Mrs. R. Carron Mr. J. Dudley-Hart
Exams office	Mrs. A. Titley – Examinations and Data Manager Mrs. L. Butler – Exams Assistant



Purpose of the procedure

This procedure confirms **The Coopers' Company and Coborn School** compliance with JCQ's **General Regulations for Approved Centres 2020-2021** (section 5.8) that the centre will draw to the attention of candidates and their parents / carers their written complaints and appeals procedures 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).

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 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*);
- ▶ Centre fails to adhere to its *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.

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 (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 (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 (or parent/carer) unhappy with a result (complainant to refer via Examinations and Data Manager to awarding body *post-results services*);
- ▶ Candidate (or parent/carer) unhappy with a centre decision not to support a clerical check, re-check, a review of marking, a review of moderation or an appeal (complainant to refer via Examinations and Data Manager to the centre's *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.



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, The Coopers' Company and Coborn School 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 in 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 (Appendix A);
- ▶ The Complaints and Appeals form is available from the exams office;
- ▶ Completed forms should be returned to the exams office who will log the complaint (Appendix B);
- ▶ Written acknowledgement of the complaint, including details of the person appointed to conduct an investigation will be sent to the complainant within 5 working 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 in writing within 20 school days.

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 again by completing the **Complaints and Appeals** form;
- ▶ Forms received will be logged by the centre and acknowledged within 5 working days;
- ▶ The appeal will be referred to the Chair of Governors (or a special Committee of the Governing body) for consideration;
- ▶ The Chair of Governors (or Committee) will inform the appellant of the final conclusion in due course.

