





THE COOPERS' COMPANY
AND COBORN SCHOOL

Love as Brethren

Complaints policy (exams)

2023/24

 	Name of School	The Coopers' Company and Coborn School
	Policy review Date	January 2024
	Date of next Review	January 2025
	Who reviewed this policy?	Mrs. A. Titley
	Approved by SLT	APPROVED



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Key staff involved in the procedure

Role	Name(s)
Head of centre	Ms. S. Hay
SLT members	Mr. R. Bell Mr. M. Duncan Mr. J. Edwards Mrs. J. Harris Mrs. R. Carron Mr. J. Dudley-Hart Mr. L. Bonnett
SENCo	Mrs. R. Carron
Assistant SENCo	Mrs. V. Bradley / Mrs. B. Teece
Exams office	Mrs. A. Titley – Examinations and Data Manager Mrs. L. Butler – Deputy Exams Officer

This procedure is reviewed and updated annually to ensure that the complaints at The Coopers Company and Coborn 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 procedure

The policy confirms The Coopers Company and Coborn School 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 policy 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 The Coopers Company and Coborn 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 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;
- ▶ 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 centre assessed marks;
- ▶ Candidate unhappy with internal assessment decision (complainant to refer via the exams office to the centre's Internal appeals procedure);
- ▶ Centre fails to adhere to the Internal appeals procedure.

Access arrangements and special consideration

- ▶ 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 record their personal data online (by the non-acquisition of a completed **candidate personal data 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/assistive technology 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;
- ▶ Candidate unhappy with centre decision relating to access arrangements or special consideration;
- ▶ 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 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 accepted / rejected outcome of a special consideration application if provided by awarding body.

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 re-check, a review of marking, a review of moderation or an appeal (complainant to refer via the exams office 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.



Raising a concern / complaint

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 form** (Appendix A);
- ▶ 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.

Internal appeals procedure

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 following the internal appeals procedure and completing the **Internal 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.

Complaints form

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

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

FOR CENTRE USE ONLY	
Date received	
Reference No.	

[illegible]

This form must be completed in full - an incomplete form will be returned to the complainant

Complaints log

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

Ref No.	Date received	Complainant name	Outcome	Outcome date