



Complaints Policy

(Examinations)

Centre Name	Cloughwood Academy
Centre Number	40403
Head of Centre	Robert Newton
Exams Officer	Georgina Thomas

This policy is reviewed annually to ensure compliance with current regulations

Version and Date		Author	Committee Responsible	Review Frequency	Approval	Next Review Due
1	03/04/2024	J. Howman	LGB	Annually	LGB Meeting 24.04.2024	24.04.2025
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Purpose of the procedure

The purpose of this policy is to confirm the arrangements for complaints at Cloughwood Academy 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 their parent/carer) at Cloughwood Academy 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
- The marking of an internal assessment (centre assessed work), which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body
- 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 decide whether to request a review of the centre assessed mark
- Candidate unhappy with internal assessment decision (complainant to refer via Robert Newton, 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 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 because of a temporary injury or impairment
- Candidate unhappy with centre decision relating to access arrangements or special consideration (complainant to refer via Robert Newton, 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/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 exam 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

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 decide 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, via the Head of Centre
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- 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

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 they are following, Cloughwood Academy encourages the candidate to try to resolve this informally in the first instance. An informal resolution in the first instance. A concern or complaint should be made in person, by telephone or in writing to the head of centre (Robert Newton).

If a concern or complaint fails to be resolved informally, the candidate (or their 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 to Cloughwood Academy is available from, and should be returned to:
 - Exams Officer
 - Head of Centre
- Formal complaints will be logged and acknowledged by Cloughwood Academy within 5 school days. To make a formal complaint, candidates (or parents/carers) must:
 - Make the complaint in person
 - Over the phone
 - In writing

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 of any investigation will be provided to the complainant within 10 school days

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:
 - Appeals must be made in writing to the Exams Officer and/or Head of Centre
 - All supporting evidence must be included with the appeal notice
- Appeals will be logged and acknowledged within 5 school days
- The appeal will be referred to the Chair of Governors (or a special committee of the governing body) for consideration
- It will be the responsibility of the Chair of Governors to inform the appellant of the conclusion in accordance with the internal appeals procedure.

Complaints form

Please tick box to indicate the nature of your complaint

- 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.	

Name of complainant	
Candidate name (if different to complainant)	
<p>Please state the grounds for your complaint below:</p> <p>If your grounds are 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 If necessary, continue an additional page if this form is being completed electronically or overleaf if hard copy being completed.</p>	
<p>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)</p>	
Complainant signature:	Date of signature:

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

