



G D S T
GIRLS' DAY SCHOOL TRUST

Complaints and appeals procedure (examinations)

2021/22

Key staff involved in the complaints and appeals procedure

Role	Name(s)
Head of centre	Mr Michael Tippett
SLT members	Mrs Amanda Hardie Mrs Lucy Franks Doyle Mrs Helen Harrison Mrs Janice Graves Mr John Crosby
Exams officer	Mrs Abbie Boxshall

Purpose of the procedure

This procedure confirms Newcastle High School for Girls compliance with JCQ's General Regulations for Approved Centres 2021-2022, 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 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

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 her centre assessed marks prior to marks being submitted to the awarding body

Candidate not informed of 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 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

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 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 [insert who] 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

Centre applied for a post-results service for candidate without gaining required candidate consent/permission

Complaints and appeals procedure

If a candidate (or her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, 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 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 school website

Completed forms should be returned to the 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 3 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 the Chair of Governors for consideration

Reviewed August 2021

Date of next review August 2022