

Complaints Policy - Exams



BEVERLEY HIGH SCHOOL

Purpose of the policy

This policy confirms the Centre's compliance with JCQ's **General Regulations for Approved Centres** (5.3, 5.8) in drawing to the attention of candidates and their parents/carers our written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification and our internal appeals procedure.

The School also has a comprehensive complaints policy.

This policy is reviewed annually to ensure compliance with current regulations

Grounds for complaint

A candidate (or their parent/carer) may make a complaint on a number of grounds including the following - this is not an exhaustive list;

General

- 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 marks prior to marks being submitted to the awarding body
- Candidate not informed of their 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 in order to decide whether to request a review of centre assessed marks

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 was not informed that an application for access arrangements was to be processed using Access arrangements online, complying with the UK GDPR and the Data Protection Act 2018
- 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

Entries

- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- Candidate not entered/entered late 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 inform candidate of 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 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 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 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 exams officer to the centre's post results services 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 their parent/carer) has a concern or complaint about the Centre's delivery or administration of a qualification they are following, the Centre encourages the candidate to try to resolve this informally in the first instance. Most concerns can be quickly resolved by the exams team. This can often be achieved by the candidate emailing the exams team directly at examsoffice@beverleyhigh.net so that they are able to look into the matter. If the candidate does not feel able to take up the issue with the exams team, the candidate can ask the headteacher to appoint another member of staff to deal with the complaint. This stage should normally be concluded within ten school days of the details of the complaint being agreed. If a longer period is required, the complainant should be informed of the reasons for this and provided with a revised timescale.

If a complaint fails to be resolved informally, the candidate (or their parent/carer) can then make a formal complaint following Stage 2 of the School Complaints Policy. They should write to the headteacher with the details of their complaint. If needed, the headteacher will contact the candidate or arrange to meet with them to ensure that the nature of the complaint is fully understood and to determine what the candidate feels needs to be done to resolve the issue. Stage 2 should normally be concluded within ten school days of the detail of the complaint being agreed. If a longer period is required, the candidate should be informed of the reasons for this and provided with a revised timescale.

For full details of the Centre-wide complaints policy, including stage 3 and stage 4 complaints, please see the Centre's Complaints Policy.