



Inclusion College (exams) Complaints Policy 2023/24

DfE no: 850/7900



Approved by: L Cooper, Headteacher

Date: April 2024

Last review: April 2024

Next review by: March 2025

Monitoring arrangements

This policy is reviewed annually by the SLT to ensure compliance with current regulations

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Inclusion Education is the working name of Inclusion Hampshire CIO registered number 1162711			

Abbreviations used in this information

JCQ publications:

- AA: Access Arrangements and Reasonable Adjustments
- GR: General Regulations for Approved Centres
- ICE: Instructions for Conducting Examinations
- NEA: Instructions for conducting non-examination assessments
- PRS: Post-Results Services EHCP:

Education and Health Care Plan

Key staff involved in the complaints and appeals procedure:

Role	Name(s)
Head of centre	
SLT members	
Exams officer	

Purpose of this Policy

This procedure confirms the Inclusion College's compliance with JCQ's General Regulations for Approved Centres 2023/2024 (sections 5.3,5.8), that the centre will *draw to the attention of candidates and their parents/carers the 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 their 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/tutor 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)*
- Candidate unhappy with internal assessment decision (complainant to refer via centre's internal appeals procedure)
- Centre fails to adhere to its internal appeals procedure
- 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 to make a decision whether to request a review of centre assessed marks.

Access arrangements and special consideration:

- Candidate not assessed by the centre's appointed assessor, if required
- Candidate not involved in decisions made regarding their access arrangements
- Candidate did not consent to personal data being shared electronically (by the non-acquisition of a completed 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 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 (complainant to refer via the Exams officer 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 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:

- 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
- 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 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 Exams Officer 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 their parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification they are following, Inclusion College encourages them to try to resolve this informally in the first instance. A concern or complaint should be made to the Exams Officer in the first instance, as soon as possible by telephone or in writing.

If a 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:

- The complainant would be asked to formalise their request in writing to the Head of College within 2 days by completing the centres complaints form.
- Forms are available from the Exams Officer
- Completed forms should be returned to the Exams Officer
- Forms received will be logged by the centre and acknowledged within two calendar days.

How a formal complaint is investigated:

- The Head of College or a member of the senior leadership team (who is not involved in the grounds for complaint and has no personal interest in the outcome) will conduct an enquiry, involving relevant members of staff, which will consider whether the procedures used within the internal assessment conformed with the requirements of the awarding body.
- A copy of the findings will be sent to the appellant, no later than two weeks after the formal request was received, including any details of any relevant communication with the awarding body and of any steps taken to further protect the interests of candidates.

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 by again completing a **complaints and appeals form**
- Forms received will be logged by the centre and acknowledged within 5 calendar days
- The appellant can request a personal hearing which the Head of College will arrange with the relevant staff, the appellant and a member of the Governing Board.
- The Chair of Governors will inform the appellant of the conclusion in due course.
- The appellant will also be advised they are able to follow the Awarding Organisations Appeals policy if they feel their requests are unresolved.

A record of all appeals, including the outcome, will be kept by the Exams Officer using the centre's log.

The Centre will inform the awarding body if there is any change to an internally assessed mark as a result of an appeal.

FOR CENTRE USE ONLY	
Date received	
Reference No.	

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

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

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

