

Bank View School



Exam Policies

Complaints and appeals policy

Approved by: Full Governing Body

Last reviewed on: March 2024

Next review due by: November 2024

1 Purpose of the procedure

This procedure confirms Bank View's compliance with JCQ's General Regulations for Approved Centres 2018-2019, section 5.8 that the centre will draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification.

Key Staff	
Roles	Name (s)
Head of Centre	Juliette Gelling
Examination Officer	Claire Pattison
Examination administrator	Michelle Jones
Senior Leaders	Gareth Davey Andy Wrigg
Assessor for reasonable adjustments	Liz Sutton Grace Muldoon

2 Grounds for complaint

A candidate (or his/her/parent/carer) may make a complaint on the grounds below (this is not an exhaustive list).

2.1 Teaching and learning

- Quality of teaching and learning
- Core content not adequately covered
- /nadequate 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)
- Centre fails to adhere to its internal appeals procedure
- Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of his/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

2.2 Access arrangements

- 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 personal data being shared electronically (by the non-acquisition of a signed Data Protection Notice)
- Exam Complaints and Appeals Policy
- 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

2.3 Entries

- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- Candidate entered for a wrong exam/assessment
- Candidate entered for a wrong tier of entry

2.4 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

2.5 Results and Post-results

- Before exams, candidate not made aware of the arrangements for post-results services
- 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 Claire Pattison to the centre's internal appeals procedure)

3 Complaints and appeals procedure

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, Bank View encourages him/her to try to resolve this informally in the first instance. A concern or complaint should be made in person, 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.

3.1 How to make a formal complaint

A complaint should be submitted in writing by completing a complaints and appeals form

Completed forms should be returned to the Head of Centre Forms received will be logged by the centre and acknowledged within 5 calendar days

3.2 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 2 working weeks

3.3 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 / nominated representative for consideration.

The Chair of Governors will inform the appellant of the final conclusion in due course

[Appeals - JCQ Joint Council for Qualifications](#)

<https://openawards.org.uk/media/4561/enquiries-and-appeals-policy-and-procedures.pdf>



FORMAL COMPLAINT RECORD FORM

Qualification:

Student:

Reason for complaint (please give full details)

Date:

Acknowledge receipt (within 5 working days)

I confirm that I have received and read a copy of this internal complaint record form.

Name of Head of Centre:

Date:

Signature

Outcome (Response within 2 weeks)

Date:

Investigator

Name of Head of Centre:

Date:

Signature:

APPEAL RECORD FORM

Reason for Appeal (please give full details):

Date:

Acknowledge receipt within 5 working days

Outcome of stage 2:

Date:

Chair of Governors or nominated representative