

Examination Complaints and Appeals Procedure

Covid-19 Statement: Summer 2020 Examination Results

Following the cancellation of exams and assessments this year, Ofqual have provided new information and guidance for students, parents and schools. It is a fast moving picture and there is the potential for further change. The information we have provided below will change if Ofqual amend their information and guidance once results are published. We recommend that you read Ofqual's *Student Guide to Post 16 Qualification Results Summer 2020*.

<https://www.gov.uk/government/publications/student-guide-to-post-16-qualification-results-summer-2020>

The Ofqual guide includes information on what to do if you are unhappy with your results.

Key sections:

- [What to do if you're unhappy with your results](#)
- [The appeals process for GCSE, AS and A Level](#)
- [Appeals or complaints for VTQs](#)

Please note: Ofqual state in their guidance that *You can't appeal your grade because you don't agree with the centre assessment grade or rank order position submitted by your school or college.*

Should you wish to complain about the school's handling of your concern please read the following:

- How to make a formal complaint (page 3)
- Complaints and Appeals Form (page 5)

Purpose of the procedure

This procedure confirms Penk Valley Academy Trust's compliance with JCQ's General Regulations for Approved Centres *that the centre will have available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal.*

This document applies to The Rural Enterprise Academy and Wolgarston High School. In terms of this procedure each school is its own 'centre'.

Definition of roles as referred to in this document:

- Examinations Officer - member of school staff with responsibility for the proper management of examinations. Please ask any member of school staff to speak with the examinations officer.
- Head of Centre – the senior member of school staff ultimately responsible for ensuring examinations are run properly. At our schools this is the Headteacher/Principal.
- Chair of Local Governing Committee – the chair of the local governors at this school. Their details can be found on the school website.

Grounds for complaint

A candidate (or his/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, 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 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 – found on the school website or by request of the Examinations Officer*)
- Centre fails to adhere to its *internal appeals procedure (see above)*

Access arrangements

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding his/her access arrangements
- 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

- 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
- 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 Examinations 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 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 his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, Penk Valley Academy Trust encourages him/her to try to resolve this informally in the first instance in a discussion or in writing/email with the Examinations Officer or a senior member of staff. If a complaint fails to be resolved informally, the candidate (or his/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 – appendix A of this procedure

- Paper forms are also available from the Examinations Officer
- Completed forms should be returned to the Examinations Officer
- Forms received will be logged by the centre and acknowledged within 3 working 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 2 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 3 calendar days
- The appeal will be referred to Chair of the Local Governing Committee for consideration
- The Chair of the Local Governing Committee will inform the appellant of the final conclusion in due course

Appendix A – Complaints and Appeals Form

Please tick box to indicate the nature of your complaint/appeal

- Complaint/appeal against the centre’s delivery of a qualification
 Complaint/appeal against the centre’s administration of a qualification

Name of complainant/appellant	
Candidate name if different to complainant/appellant	
Centre (the school name)	

Please state the grounds for your complaint/appeal below

If your complaint is 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. Your appeal should identify the centre’s failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate. If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed.

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)

Complainant/appellant signature:

Date of signature:

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