



# Kibworth Mead Academy Complaints and Appeals Procedure (Exams) 2024-25

Issue 1	17/08/20	
Issue 2	17/08/21	
Reviewed	14/12/21	
Reviewed	10/01/23	V Cropley
Reviewed	05/11/2024	V Cropley

## **Purpose of the procedure**

This procedure confirms Kibworth Mead Academy compliance with JCQ's General Regulations for Approved Centres 2024-2025 (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.*

## **Grounds for complaint**

A candidate 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
- 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
- Centre fails to adhere to its Internal appeals procedure

## **Access arrangements and Special consideration**

- 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
- Centre fails to adhere to its Internal appeals procedure.

## **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 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
- 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 a review/enquiry
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- Candidate unhappy with a result (complainant to refer via exams officer to awarding body *post-results services*)
- Candidate 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 to the centre's *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 has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, Kibworth Mead Academy encourages him/her to try to resolve this informally in the first instance by contacting the Head of Centre with any concerns or issues.

If a complaint fails to be resolved informally, the candidate is then at liberty to make a formal complaint.

### **How to make a formal complaint**

- A complaint should be submitted in writing – either by email or letter – to the Head of Centre
- A complaint should include relevant details such as dates, names etc. and provide any evidence in support of the complaint. Details should also be given of any steps already taken to resolve the issue.
- A complaint will be acknowledged within 5 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

### **Internal 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 and will be acknowledged within 5 working days.
- An appeal should identify the centres failure to follow procedures as set out in the relevant policy and/or issues in teaching and learning which have impacted on the candidate.
- The appeal will be heard by the Trusts Complaint Panel, normally within 2 working weeks
- The relevant individual will inform the complainant of the Panel's decision within 5 working days of the panel hearing.
- If the complainant believes the procedure has not been handled correctly or that the school has acted unlawfully or unreasonably, then the complaint may be taken to the ESFA.

## Complaints form

FOR CENTRE USE ONLY

Date received

Reference No.

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

**Please state the grounds for your complaint below**

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

*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 signature:

Date of signature:

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

