



HARROGATE
GRAMMAR SCHOOL
EXCELLENCE FOR ALL

Complaints and Appeals Procedure (Exams) 2021-22

Member of Staff Responsible

Alison Meacher

Approved on:

10 February 2022

Review date:

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Signed-off by:

Kirstie Moat

Signature:

Kirstie Moat

Date:

10 February 2022

Purpose of the procedure

This procedure confirms Harrogate Grammar School's compliance with JCQ's General Regulations for Approved Centres (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 (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*)
- 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

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/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 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

- 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 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 (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 EO 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

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, Harrogate Grammar School encourages him/her to try to resolve this informally in the first instance. A concern or complaint should be made in person, by telephone, by email or in writing to the Exams Manager or 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.

Complaints Procedure Flowchart

Informal

- Concern raised informally with Exams Manager/Head of Centre by email, phone or in person
- Quick response and resolution (usually within 3 working school days) or meeting scheduled to discuss

Stage 1

- Complainant contacts the Headteacher/Principal for formal investigation if they feel the issue has not been addressed or warrants further investigation.
- Complaint will be acknowledged within 2 working days
- Investigation and response by Headteacher/Principal
- Within 10 working days the Headteacher/Principal will investigate and respond in writing

Stage 2

- Complainant submits a formal complaint via email or post to the Red Kite Learning Trust if they remain dissatisfied with the previous outcome
- Complaint will be acknowledged within 2 working days
- The CEO/Chair of the Trust (or their nominated representative) will consider all the relevant evidence to the complaint.
- The outcome will be confirmed in writing within 20 working days of confirmation that the investigation will be undertaken.

Stage 3

- Complainant writes to Trust CEO or Chair, within 20 working days of receiving Stage 2 Outcome, to request that their complaint is referred to the Trust Complaints Appeal Panel if they still remain dissatisfied.
- Receipt of the request will be confirmed with 5 working days
- The appeal panel will review Stage 1 and Stage 2 investigations and make a final decision to uphold/reject all or part of the complaint.
- The panel's findings and recommendations will be provided to the complainant within 30 working days of confirmation of the request

Stage 4

- The complainant may refer their complaint to the Department for Education if they remain dissatisfied

HGS Exams Complaints and Appeals Form

Your Name	
Student/Candidate Name	
Your relationship to the Student/Candidate	
Contact Number	
Contact email address	
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 <i>If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed</i>	
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:	
Official Use Date acknowledgement sent: By whom: Complaint referred to: Date:	

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

Complaints and appeals log

On receipt, all complaints/appeals are assigned a reference number and logged. Outcome and outcome date is also recorded.

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