

Our Lady Queen of Peace

Catholic Engineering College

Complaints and Appeals
(Exams) 2020/2021

Mission Statement

In Christ We Grow – As a learning community we live out our Mission Statement striving for excellence through caring, sharing and achieving.

Contents

- Purpose of the policy
- Grounds for complaint
- Complaints and appeals procedure
- Complainant/appeals form
- Complaints and Appeals log

The policy is next due for review on 15th May 2021.

Purpose

This procedure confirms Our Lady Queen of Peace Catholic Engineering College compliance with JCQ's General Regulations for Approved Centres 2019-2020, section 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 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 a 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 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 *personal data consent, Privacy Notice (AAO) and Data Protection confirmation 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 a candidate (or parent/care)
- 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 an exam room
- Failure to conduct exam according to regulations
- Online system failure 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 to the centre's *internal appeals procedure*)
- Centre applied for the wrong post-results service or for the wrong exam paper for a candidate
- Centre missed awarding body deadline to apply for post-results service
- Centre applied for 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 of administration of a qualification he/she is following, Our Lady Queen of Peace Catholic Engineering College encourages him/her to try to resolve this informally in the first instance. A concern or complaint should initially be discussed informally with the relevant member of staff. There is no need at this stage for the complaint to be made in writing, however the member of staff will make a note of any agreed actions using the form at Appendix A.

If the complaint has already been discussed with the member of staff a member of the Senior Leadership Team (SLT) will discuss the complaint again with a view to seeking to resolve the matter informally.

We would expect the majority of complaints to be resolved at this early stage.

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 the **complaints and appeals form** within 10 days of the informal complaint
- Forms are available from Appendix B of this policy or from the Exams Officer
- Completed forms should be returned to the Exams Officer
- Forms received will be logged by the centre and acknowledged within 5 calendar days

How a formal complaint is investigated

- The Head of Centre will further investigate or appoint a member of SLT (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 20 school days

Appeals

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted.

- Any appeals must be submitted in writing by again completing a **complaints and appeals form** at Appendix B within 10 school days of the complaint outcome
- Forms received will be logged by the centre and acknowledged within 20 school days
- The appeal will be referred to a panel of governors for consideration
- The Chair of the panel will inform the appellant of the final conclusion in due course

Head of Centre

A. Knight

Exams Officer

J. O'Neill

Date

15th May 2020

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	
Please state the grounds of your complaint/appeal below:	
<p>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</p> <p>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</p> <p><i>If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed</i></p>	
Details of 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:

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

