



RUSKIN
Community High School
Learning Together. Achieving High Standards.

Complaints Policy (Exams) 2023/2024

This policy is reviewed annually to ensure compliance with current regulations

Approved by:	Reviewed by:
Date of Review:	December 2023

Purpose of the procedure

This confirms Ruskin Community High School compliance with *JCQ's General Regulations for Approved Centres* that the centre will draw to the attention of candidates and its 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,
- 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 (centre assessed work), which contributes to the final grade of the qualification, not conducted according to the requirements of the awarding body or JCQ instructions for conducting examinations and assessments
- 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
- Candidate unhappy with internal assessment decision (complainant to refer via the Head of Centre, Mr Postlethwaite, Headteacher) and refer to the centre's internal appeals procedure
- 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 did not consent to record their personal data online (by the non-acquisition of a completed candidate personal data 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/assistive technology 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
- Candidate unhappy with centre decision relating to access arrangements or special consideration (complainant to refer via the Head of Centre, Mr Postlethwaite, Headteacher, to the centre's internal appeals procedure)

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 accepted/rejected outcome of a special consideration application if provided by awarding body

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 Head of Centre, Mr Postlethwaite, Headteacher, to the centre's *internal appeals procedure*)
- Centre fails to adhere to its 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

Raising a Concern or a Complaint

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, Ruskin Community High School encourages the candidate 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, Mr D Postlethwaite at the school address or enquiries email address enquiries@ruskin.cheshire.sch.uk

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/Appeal

- Ruskin Community High School's Complaints policy and procedures is available on the school website. This policy should be read in conjunction with this policy for Exams and Assessments.
- Complete the Complaints Form (*Appendix A*)
- Return form to the school via the main office, addressed to the Headteacher, Mr D Postlethwaite, please mark private and confidential.
- Forms received will be logged and the centre will acknowledge within 5 school days

How a formal complaint is investigated (Stage 1)

- A Complaints form is to be completed and provided to the Headteacher, see *Appendix A*
- The Headteacher will further investigate or appoint another member of the senior leadership team to investigate the complaint and report on the findings and the conclusion
- It is in everyone's interest that concerns and complaints/appeals are resolved at the earliest possible stage
- During the investigation the Headteacher or designated member of the senior leadership team will record the findings of the investigation
- On conclusion of the investigation the Headteacher will provide a formal written response, within 20 school days of the date of receipt of the complaint
- The response will detail any of the actions to be taken on the decisions made

• Appeals Procedure (Stage 2)

- If complainant is dissatisfied with the outcome, they can escalate the complaint
- Complaints must be made to the clerk to the Governing Body, via the school office in writing or emailed to enquiries@ruskin.cheshire.sch.uk within 20 school days of receipt of the formal stage 1 response.
- The Clerk to the Governing Body will respond within 5 school days
- The complainant will be informed of any meetings, which will be within 20 school days of request
- The clerk of the Governing Body will contact the complainant 10 days before to inform them of the date/time and venue and to request any further written materials to be submitted to the panel
- After the meeting has been held, the chair of the panel will provide the complainant and Headteacher/Chair of Governors with a full explanation and any decisions in writing within 5 school days

Complaints Form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

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)	
Your relationship to the candidate (if relevant):	
Address:	

Please state the grounds for your complaint/appeal 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

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:

