



Compass Learning Centre

Exams Complaints Policy 2023-24

Statutory Policy: NO	Governor Action: NO			
Governors' Committee Responsible:	Teaching & Learning Committee			
Link Governor:	Chair of Committee			
Link SLT:	School Business Leader			
Person Responsible:	Exams Officer			
Date Reviewed:	January 2024			
Next Review Date:	October 2024			
Key Link Policies / Documents: <i>This list is not exhaustive and further policies / documents may also need to be consulted in addition to these dependent on circumstances</i>	Exams Access Arrangements Policy Exams Alternative Rooming Arrangements Exams Archiving Policy Exams Child Protection & Safeguarding Policy Exams Complaints Policy Exams Conflicts of Interest Policy & Log Exams Contingency Plan Exams Data Protection Policy Exams Emergency Evacuation Policy Exams Equalities Policy Exams Escalation Process Exams Internal Appeals Procedure Exams Lockdown Policy Exams Malpractice Policy Exams Non Examination Assessment Policy Exams Policy Exams Special Consideration Policy Exams Whistleblowing Policy Exams Word Processing Policy			
Policy Suite:				
HR	Curriculum	Student Behaviour & Welfare	Finance	Premises & Health & Safety
	✓			

Inspire, Transform, Excel and Succeed

Signed: *Alison Glazier* Headteacher Date: 10/01/24

Signed: *[Signature]* Link Governor Date: 18/01/24

Equality Impact Assessment – initial screening record

What area of work is being considered?	Exams Complaints Policy		
Upon whom will this impact?	Students		
How would the work impact upon groups, are they included and considered?			
The Equality Strands	Negative Impact	Positive Impact	No impact
Minority ethnic groups		√	
Gender		√	
Disability		√	
Religion, Faith or Belief		√	
Sexual Orientation		√	
Transgender		√	
Age		√	
Rurality		√	
Does data inform this work, research and/or consultation. And has it been broken down by the equality strands?			
The Equality Strands	No	Yes	Uncertain
Minority ethnic groups	√		
Gender	√		
Disability	√		
Religion, Faith or Belief	√		
Sexual Orientation	√		
Transgender	√		
Age	√		
Rurality	√		
Does the initial screening highlight potential issues that may be illegal? No			
Further comments:-			
Do you consider that a full Equality Impact Assessment is required? No			
Initial screening carried out by			
Signed: Helen Lancaster (Exams Officer)		Dated: 10/01/24	
Comment by Headteacher:			
Signed: Alison Glazier		Dated: 10/01/24	

Complaints Policy (Exams)

2023/24

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
HL, KT (SBL), RH, AG, PK, MF	
Date of next review	Oct 2024

Key staff involved in the Complaints Policy

Role	Name(s)
Head of centre	Alison Glazier
Exams officer	Helen Lancaster
Senior leader(s)	Alison Glazier, Mark Fisher, Rebecca Hubbard, Kerry Taylor (SBL), Paul Knight
ALS lead/SENCo	Rebecca Hubbard

Purpose of the Policy

This policy confirms The Compass Learning Centre 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 policy 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
- Centre fails to adhere to its *internal appeals policy*
- 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 Helen Lancaster to the centre's *internal appeals policy*)
- 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 (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, The Compass encourages him/her to try to resolve this informally in the first instance. A concern or complaint should be made in person, by telephone or in writing to the 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.

How to make a formal complaint

- A formal complaint should be submitted – in writing by completing a **complaints form**
- Forms are available from The Exams Officer Helen Lancaster
- Completed forms should be returned to Alison Glazier –centre head
- Forms received will be logged by the centre and acknowledged within 2 calendar 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 2 calendar days
- The appeal will be referred to the –Chair of Governors for consideration.
- The Chair of Governors or Head Teacher will inform the appellant of the final conclusion in due course.

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	
Candidate name if different to complainant	

Please state the grounds for your complaint 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 policy 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 signature:

Date of signature:

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

