Our Lady Queen of Peace

Catholic High School

Complaints Policy (Exams)

2026/2027

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 procedure
- Grounds for complaint
- Complaints procedure
- Complainant form
- Complaints log

This policy is next due for review on 1st October 2027

Purpose

This policy confirms Our Lady Queen of Peace Catholic High School compliance with JCQ's General Regulations for Approved Centres (sections 5.3, 5.8) in drawing to the attention of candidates and their parents/carers our written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification.

Grounds for complaint

A candidate (or their 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 (centre assessed work), which contributes to the final grade of the qualification, not conducted according to JCQ/awarding body instructions
- Candidate not informed of their centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of their 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 Exams Officer 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 their 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 the centre decision relating to access arrangements or special consideration (complainant to refer via the Exams Officer to the centre's *internal appeals procedure)*
- Centre fails to adhere to its *internal appeals procedure*

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

Results and Post-results

- Prior to the issue of results, 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 the exams officer to the centre's *internal appeals procedure)*
- Centre fails to adhere to its *internal appeals procedure*
- Centre applied for the wrong post-results service or for the wrong script 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

Raising a concern/complaint

If a candidate (or their parent/carer) has a general concern or complaint about the centre's delivery of administration of a qualification they are following, Our Lady Queen of Peace Catholic High School encourages the candidate 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 their 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 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

Internal appeals procedure

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 an **Internal 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

Complaints Form

Please tick box to indicate the nature of your complaint

☐ 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 of 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 of overleaf if hard copy being completed

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 signature: **Date:**

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

Complaints Log

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

Ref No.	Date received	Complaint Name	Outcome	Outcome date