

BLACKFRIARS ACADEMY

COMPLAINTS  
AND  
APPEALS  
PROCEDURE (Exams)

*Reviewed Date:*

November 2022

*Next Review Date:*

November 2023



This procedure is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Samantha Mitchell / Hannah Turner	
Date of next review	November 2023

### Key staff involved in the procedure

Role	Name(s)
Head of centre	<b>Alison Parr</b>
Exams officer	<b>Samantha Mitchell</b>
Senior leader(s)	<b>Ruth O'Connor / Carmel Martin</b>
SENCo	<b>Ruth O'Connor</b>
<b>Exams Administrator</b>	<b>Hannah Turner</b>

## Purpose of the procedure

This procedure confirms Blackfriars Academy's compliance with JCQ's General Regulations for Approved Centres 2022-2023 (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, (centre assessed work), 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 to the centre's *internal appeals procedure*)
- Centre fails to adhere to its *internal appeals procedure*

### 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 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 internal assessment decision (complainant to refer 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 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 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 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, Blackfriars Academy 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.

### **How to make an informal complaint.**

The student must make an informal attempt to resolve the situation. In the case of an individual assignment, the student must approach the tutor/assessor and the Course Leader /Internal Verifier and attempt to negotiate an agreed outcome. In the case of an end-of-course assessment decision, the student must approach the Course Leader /Internal Verifier.

No formal appeal will be considered until this informal attempt at resolution has been made. This informal stage of resolution must be completed **within 10 working days** of the student being notified of the assessment decision.

If an agreement is reached at this stage, the member of staff involved in negotiating the resolution must inform any other staff involved.

### **Completion of form**

- In the event of the dispute not being resolved informally, the student should complete the Grade Appeals Form.

This form must be completed **within 10 working days** of the grade being notified to the student.

The completed form must be sent immediately to the Head of Academy/College, who will organise the appointment of an independent Arbitrator to consider the appeal.

### **The role of the Arbitrator(s)**

The Arbitrator(s) will examine the disputed assignments and other relevant documents and, where necessary, question staff and the student.

The Arbitrator(s) should attempt to complete these tasks and reach a decision within 15 working days of receipt of the Appeals Form.

If a decision cannot be reached within this timescale and more time is required, the student and relevant staff will be kept informed.

### **The decision of the Arbitrator(s)**

The written decision, giving reasons for upholding or dismissing the student's appeal, will be sent to the Centre Manager / Head of Department. All participants in the appeal will then be informed.

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**

- The appeal should be made in writing to the Head of Academy stating the details of the complaint and the reasons for the appeal.
- The appeal should normally be submitted by 19<sup>th</sup> September 2023 for examinations in the summer series. [This deadline may be extended in exceptional circumstances where the coursework marking and moderation schedule extends beyond this time].

### **How a formal complaint is investigated**

The teacher(s) concerned in marking the assessment which is the subject of the appeal will respond to the appeal in writing and a copy will be sent to the parent/carer.

## **Appeals**

If the parent/carer is not satisfied with the written response they have received then they can request a personal hearing before an appeals panel:

- The appeals panel will consist of the Head of Academy, Assistant Head, the Exams Support Officer and where appropriate a member of middle management team.
- The request for a personal hearing must be made within two days of receipt of the written reply to the initial appeal
- The parent/carer will be given at least two days notice of the hearing date
- A breakdown of the marks awarded will be provided in advance of the appeal
- The teacher(s) involved will be present at the hearing
- The Head of Academy will convey the outcome of an appeal and the reasons for that outcome in writing to the parent/carer
- Blackfriars Academy will maintain a written record of all appeals
- Blackfriars Academy will inform the Awarding Body (exam board) of any change to an internally assessed mark as a result of an appeal.

If the parent/carer remains unsatisfied, the case can be referred to the **Examinations Appeals Board (EAB)**. **NB** *This service applies where awarding bodies' normal enquiries and appeals procedures have been exhausted.*

FOR CENTRE USE ONLY	
Date received	
Reference No.	

- ☐ Complaint/appeal against the centre's delivery of a qualification
- ☐ Complaint/appeal against the centre's administration of a qualification

<b>Name of complainant/appellant</b>	
<b>Candidate name if different to complainant/appellant</b>	
<p>Please state the grounds for your complaint/appeal below</p>          <p>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</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>If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed</p> <p>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)</p>	
<b>Complainant/appellant signature:</b>	<b>Date of signature:</b>

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

## Complaints and Appeals log

On receipt, all complaints/appeals are assigned a reference number and logged. Blackfriars will maintain a written record of all appeals. Outcome and outcome date is also recorded.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date