



# **Complaints Policy (Exams)**

Peacehaven Community School

## Complaints Policy (Exams)

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|----------------------------|-----------------------------|
| Centre name                | Peacehaven Community School |
| Centre number              | 56471                       |
| Date policy first created  | 02/10/2023                  |
| Current policy approved by | Head of Centre              |
| Current policy reviewed by | Head of Centre              |
| Date of review             | 03/10/2024                  |
| Date of next review        | 30/09/2025                  |

### Key staff involved in the policy

| Role                        | Name  |
|-----------------------------|---|
| Head of centre              | Rachel Henocq   |
| Senior leader(s)            | Mark Hughes - Deputy Headteacher, Quality of Education<br>Ann-Marie Waite - Deputy Headteacher, Inclusion, Culture and Ethos<br>Joshua Burns - Deputy Headteacher, Outcomes |
| Exams officer               | Lauren James  |
| Other staff (if applicable) | Nicky Channon - SENCo<br>Susie Scotting - Specialist assessor and SLCN/ASC teacher  |

This policy is reviewed and updated annually to ensure that any complaints at Peacehaven Community School are managed in accordance with current requirements and regulations.

## Purpose of the policy

The purpose of this policy is to confirm the arrangements for complaints at Peacehaven Community School and confirms compliance with JCQ's **General Regulations for Approved Centres** (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 and our internal appeals procedure.

## Grounds for complaint

A candidate (or their/parent/carer) at Peacehaven Community School may make a complaint on the grounds below (This is not an exhaustive list).

### 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 examination candidate
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- Candidate not informed of their centre assessed mark prior to marks being submitted to the awarding body
- Candidate not informed of their centre assessed mark 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 the centre assessed mark
- 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

Additional grounds for complaint relating to teaching and learning:

Not applicable

### 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 arrangement(s) in place and the subjects or components of subjects where the arrangement(s) would not apply

- Examination information not appropriately adapted for a disabled candidate to access it
- Adapted equipment/assistive technology put in place failed during examination/assessment
- Approved access arrangement(s) not put in place at the time of an examination/assessment
- Appropriate arrangement(s) not put in place at the time of an examination/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 to the centre's **internal appeals procedure**)
- Centre fails to adhere to its internal appeals procedure

Additional grounds for complaint relating to access arrangements:

Not applicable

### **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 examination/assessment
- Candidate entered for a wrong examination/assessment
- Candidate entered for a wrong tier of entry

Additional grounds for complaint relating to examination entries:

Not applicable

### **Conducting examinations**

- Failure to adequately brief candidate on examination timetable/regulations prior to examination/assessment taking place
- Room in which assessment held did not provide candidate with appropriate conditions for taking the examination
- Inadequate invigilation in examination room
- Failure to conduct the examination according to the regulations
- Online system failed during (on-screen) examination/assessment
- Disruption during the examination/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Failure to inform/update candidate on the accepted/rejected outcome of a special consideration application if provided by awarding body

Additional grounds for complaint relating to the conducting of examinations:

Not applicable

### **Results and Post-Results**

- Before examinations, candidate not made aware of the arrangements for post-results services and the availability 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 a decision on the submission of a results 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 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 a candidate without gaining required candidate consent/permission

Additional grounds for complaint relating to results and post-results:

Not applicable

## **Raising a concern/complaint**

If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, Peacehaven Community School encourages an informal resolution in the first instance.

This can be undertaken by:

- If a parent/carer is concerned about anything to do with the education being provided at a Trust school they should, in the first instance, discuss the matter with the member of staff concerned. In our experience most matters of concern can be resolved positively in this way. All staff work very hard to ensure that each child is happy at school and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress. Most issues can be resolved quickly. Members of the school's Senior Leadership Team may be involved at this stage without the need for a formal complaint.

If a concern or complaint fails to be resolved informally, the candidate (or parent/carer) is then at liberty to make a formal complaint.

## **How to make a formal complaint**

All documentation relating to the submission of a formal complaint is available from, and should be returned to:

- The Headteacher

Formal complaints will be logged and acknowledged within:

- 5 School Days

To make a formal complaint, candidates (or parents/carers) must:

- A formal complaint should be made in writing by completing the Stage 2 Complaint Form for the attention of the Headteacher, via the school office, pcs-enquiries@swale.at or Peacehaven Community School, Greenwich Way, Peacehaven, East Sussex, BN10 8RB

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

The Headteacher/Head of School/Manager reserves the right to allocate the investigation to another member of the Senior Leadership Team where deemed appropriate. An appointment will be made to meet within 7 school days. All complaints are taken seriously and most complaints are normally resolved at this stage.

Governance Officer at the Trust Office\*.

The findings and conclusion of any investigation will be provided to the complainant within:

- 15 school days. This will be in the form of a written response, with full explanation of the decision and the reason for it, as well as any action taken. All complaints are taken seriously and most complaints are normally resolved at this stage. If the complaint is about the Headteacher/Head of School/Manager the matter should be referred to the Executive Headteacher via the Trust

### **Internal appeals procedure**

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

To submit an appeal, candidates (or parents/carers) must:

- If the complaint is not resolved following the response from the Headteacher/Head of School/Manager then the complaint should be made in writing by completing the Stage 3 Complaint Form (Appendix 3) within 10 school days of the decision at Stage 2 for the attention of the Executive Headteacher via the Trust Governance Officer at the Trust Office. Receipt will be acknowledged within 5 school days.

Appeals will be logged and acknowledged within:

- 5 School days.

The appeal will be referred to:

- The Executive Headteacher reserves the right to appoint a member of the Trust's Senior Executive Team to investigate the complaint at this stage. The outcome of the investigation will be communicated within 15 school days with a full explanation of the decision and the reason for it as well as any action taken.

It will be the responsibility of The Executive Headteacher to inform the appellant of the final conclusion in accordance with the internal appeals procedure.

Additional details on the internal appeals process:

This will be done within 15 School days

## **Changes 2024/2025**

(Changed) Under heading **Purpose of the policy:** (From) The purpose of this policy is to confirm the arrangements for complaints at Peacehaven Community School and confirms 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 its written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification. (To) The purpose of this policy is to confirm the arrangements for complaints at Peacehaven Community School and confirms compliance with JCQ's General Regulations for Approved Centres (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 and our internal appeals procedure.

## **Centre-specific changes**