



The Market Weighton School

Complaints and Appeals Policy (Exams)

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Reviewed By	Chloe Skinner
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Version	1

Purpose of the procedure

This procedure confirms The Market Weighton Schools 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 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 utilized 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 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 subject teacher 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 TMWS' appointed assessor
- Candidate not involved in decisions made regarding their arrangements
- Candidate did not consent to record their personal data online (by the non-acquisition of a completed candidate personal data 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
- 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 any member of staff 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 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
- Candidates 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 to the centre's internal appeals policy – upon request from the school office. Information is also made available to all candidates before they take any examination)
- Centre fails to adhere to its internal appeals procedure
- Centre applied for the wrong post-results service/for the wrong exam 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

Complaints and Appeals Procedure

If a candidate (or their parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification the candidate is following, The Market Weighton School encourages the candidate to try and resolve this informally in the first instance. The Market Weighton School's complaints and appeals procedure can be found in the Complaints Procedure on the Staff Central Resources drive, or on request from the school office.

 The Market Weighton School <i>Expect More - Achieve More</i>	FOR CENTRE USE ONLY	
	Date Received	
	Reference No.	

Please tick the appropriate box to indicate the nature of your appeals and complete all the white boxes on the form below.

- ☐ Appeal against an internal assessment decision and/or request for a review of marking
- ☐ Appeals against TMWS's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

Name of Appellant		Candidate Name (If different to Appellant name)	
Awarding Body			
Qualification Type		Exam Paper Title	
Subject		Exam Paper Code	

Please state the grounds for your appeals below:

(If applicable, tick below)

- ☐ Where my appeal is against an internal assessment decision I wish to request a review of TMWS's marking is necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Appellant Signature:	Date of signature:
This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure.	

Appendix 2

Complaints and appeals log

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

The outcome of any review of TMWS's marking will be made known to the head of centre. A written record will be kept and made available to the awarding body upon request. Should the review of TMWS's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date