

EXAMS - COMPLAINTS

Policy applies from Year 7 to Sixth Form and to all Staff	
Date policy reviewed:	28.02.2024
Date of next review:	28.02.2025
Version:	02.24 v1
Author:	Mrs Emily Freire Baños

Version	Date	Paragraph	Material change	Approval
02.24 v1	28.02.2024	N/a	Complaints form updated.	Mrs Emily Freire Baños

Clifton High School is committed to child protection and safeguarding children and young people and expects all staff, visitors, and volunteers to share this commitment.

Key staff involved in the policy

- Head of School (Head of Centre)
- Deputy Head Academic
- Examinations Officer

Related policies

- Exams Access Arrangements
- Exams
- Internal Appeals
- Non-examination Assessment
- Special Consideration

1. Purpose of the policy

This policy confirms Clifton High School's compliance with section 5.8 of the JCQ's **General Regulations for Approved Centres** (sections 5.3, 5.8) which requires Clifton High School (the **School**) to draw to the attention of candidates and their parents/carers the School's written complaints policy which covers general complaints regarding the School's delivery and administration of a qualification.

2. Grounds for complaint

A candidate (or their parent/carer) may make a complaint on the grounds below (this is not an exhaustive list).

2.1 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 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 via Deputy Head: Academic to the School's Internal Appeals Procedure)
- The School fails to adhere to its Internal Appeals Procedure.

2.2 Access arrangements and special consideration

- Candidate not assessed by the School's appointed assessor
- Candidate not involved in decisions made regarding his/her access arrangements
- Candidate did not consent to record their personal data online (via the personal data consent form)
- Candidate not informed/adequately informed of the access arrangements in place and the subjects or components of subjects where the access 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 access 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 School's decision relating to access arrangements or special consideration (complainant to refer via Deputy Head Academic to the School's Internal Appeals Procedure)
- The School fails to adhere to its Internal Appeals Procedure.

2.3 Entries

- Failure to clearly explain a decision of early entry for a qualification to the 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.

2.4 Conducting examinations

- Failure to adequately brief the 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.

2.5 Results and Post-results

- Before exams, candidate not made aware of the arrangements for post-results services and the accessibility of senior members of School 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's post-results services)

- Candidate (or parent/carer) unhappy with a decision by the School not to support a clerical re-check, a review of marking, a review of moderation or an appeal (complainant to refer via Deputy Head: Academic to the School's Internal Appeals Procedure)
- School fails to adhere to its Internal Appeals Procedure
- School applied for the wrong post-results service/for the wrong script for a candidate
- School missed awarding body deadline to apply for a post-results service
- School applied for a post-results service for candidate without gaining required candidate consent/permission.

3. Raising a concern/complaint

3.1 How to make an informal complaint

If a candidate (or their parent/carer) has a general concern or complaint about the School's delivery or administration of a qualification they are following, Clifton High School encourages them to try to resolve it informally in the first instance. They should contact the Deputy Head: Academic in person, by telephone or in writing with details of the concern or complaint. The Deputy Head: Academic will then investigate the concern or complaint and seek to resolve it with the candidate (and/or their parent/carer).

If a concern or complaint fails to be satisfactorily resolved informally, the candidate (or their parent/carer) may make a formal complaint.

3.2 How to make a formal complaint

A formal complaint should be submitted in writing by completing a complaints form. A copy of the form is in this procedure, or can be obtained from the Exams Officer.

Completed forms should be returned to the Head of Centre (Head of School). Forms received will be logged by the School and acknowledged within 7 calendar days.

3.3 How a formal complaint is investigated

The Head of Centre (Head of School) will investigate or appoint a member of the Senior Leadership Team (who is not involved in the grounds for the complaint and has no personal interest in the outcome) to investigate the complaint and report on the findings and conclusion.

Formal complaints should, as far as reasonably possible, be resolved within ten term-time days of the receipt by the Head of School of the complaints and appeals form. This may be extended by a further five term-time days if further investigation is required and the parents will be notified by the Head of Centre (Head of School).



3.4 Internal appeals procedure

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

Any appeal must be submitted in writing by completing a complaints form. Forms received will be logged by the School and acknowledged within 7 calendar days. The appeal will be referred to the Chair of Governors (or a special committee of the Governing body) for consideration. The Chair of Governors (or Committee) will inform the appellant of the final conclusion in due course.

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Complaints form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

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 for your complaint below:	
<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>If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed</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)	
Complainant signature:	Date of signature:

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

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Complaints log

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

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date