

Exmouth Community College



Complaints and Appeals Procedure (Exams)

This plan is reviewed annually to ensure compliance with current regulations

| Policy Details | Date |
|----------------------------|----------------------|
| Policy ratified by | Curriculum Committee |
| Policy agreed by governors | January 2022 |
| Review Cycle | Annual |
| Policy Review date | January 2023 |
| Version | V2 Spring 2022 |

Key staff involved in the complaints and appeals procedure

| Role | Name(s) |
|---------------------------|----------------------------|
| Head of centre | Mr Andrew Davis |
| SLT members | Mr David Turner |
| Exams officer | Mrs Cirstie Rennie |
| Data & Assessment Manager | Ms Rebecca Beaumont |

Purpose of the procedure

This procedure confirms Exmouth Community College's compliance with JCQ's *General Regulations for Approved Centres 2020-2021*, 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 under one of the following categories:

Teaching and learning

Access arrangements

Entries

Conducting examinations

Results and Post-results

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, Exmouth Community College encourages him/her to try to resolve this informally in the first instance. [For example - A concern or complaint should be made in person, by telephone or in writing to the relevant staff member, Head of Year, Exams Officer, and Learning Support].

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

- ▶ A complaint should be submitted in writing by completing a **complaints and appeals form**
- ▶ Forms are available from the Principal's PA or from the College website
- ▶ 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 the senior leadership team (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 2 working weeks.

Appeals

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

- ▶ Any appeal must be submitted in writing by again completing a **complaints and appeals form**
- ▶ Forms received will be logged by the centre and acknowledged within 5 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.

Complaints and Appeals form – to be submitted to the Exams Officer once completed

| FOR CENTRE USE ONLY | |
|---------------------|--|
| Date received | |
| Reference No. | |

Please tick box to indicate the nature of your complaint/appeal

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

| | |
|---|--|
| Name of complainant/appellant | |
| Candidate name if different to complainant/appellant | |

Please state the grounds for your complaint/appeal below

If your complaint is 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

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

If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

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/appellant signature:

Date of signature:

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

