



The Judd School Complaints Procedure (exams) 2023/24

This procedure is reviewed annually to ensure compliance with current regulations.

Key staff involved in the complaints and appeals procedure

Role	Name(s)
Head of centre	Mr Jonathan Wood
Assistant Headteacher (Assessment, Recording & Reporting)	Dr Joel Dunn
Senior Exams Officer	Ms Lindsey MacAdam

Purpose of the procedure

This procedure confirms The Judd School's compliance with JCQ's General Regulations for Approved Centres 2023/24 (section 5.3, 5.8) in drawing to the attention of candidates and their parents/carers its written complaints 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
- ▶ 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 Exams Office 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 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 data personal 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

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- ▶ 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 centre decision relating to access arrangements or special consideration (complainant to refer via Exams Office 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
- ▶ Equipment failed during exam
- ▶ 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 to the school's *internal appeals procedure* located on the school website under Student life/exams)
- ▶ 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

Raising a concern / complaint

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, The Judd School encourages him/her to try to resolve this informally in the first instance. Please start by telling the class teacher/form tutor/Head of House or Year/Head of Department/ exams officer as appropriate, of your concern. This is usually the best and quickest way of resolving issues. Please refer to [The Judd School Complaints Policy](#) on the school's web site for more details.

If a complaint fails to be resolved informally, the candidate (or his/her parent/carer) may make a formal written complaint.

The stages of the complaints process are outlined in [The Judd School Complaints Policy](#). Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted (as described in the Complaints Policy). Where the complaint relates to an Internal Assessment decision, a post results service, an access arrangement or special consideration, the procedure should be followed in the Internal Appeals Procedure 2023/24.