

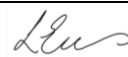



South Cumbria Pupil Referral Service	 SOUTH CUMBRIA PUPIL REFERRAL SERVICE
TITLE: COMPLAINTS PROCEDURE - EXAMS (Formerly Complaints and Internal Appeals)	ISSUE 13 DATE Oct 25

RECORD OF ISSUE			
ISSUE	DATE	NEXT REVIEW DATE	SUMMARY
13	Oct 2025	Oct 2026	Annual Review
12	Oct 2024	Oct 2025	Annual Review
11	Oct 2023	Oct 2024	Annual Review
10	Oct 2022	Oct 2023	Annual Review
9	Oct 2021	Oct 2022	Annual Review
8	Oct 2020	Oct 2021	Annual Review
7	Oct 2019	Oct 2020	Annual Review
6	Sept 2018	Oct 2019	Annual Review
5	Sept 2017	Sept 2018	Annual Review
4	Sept 2016	Sept 2017	Annual Review
3	May 2016	Sept 2016	Policy reviewed by Exams Officer in line with guidance from Awarding Bodies

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	NAME	SIGNATURE	DATE
<i>AUTHOR</i>	K Chesworth / Leeann Bell	 	23/10/2025
<i>APPROVED FOR ISSUE</i> <i>Headteacher</i>	L Balderstone		23/10/2025



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Purpose of the policy

This policy confirms South Cumbria PRS 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 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) 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 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 the exams officer to the centres internal appeals procedure)
- ▶ Centre fails to adhere to its internal appeals procedure

Access arrangements

- ▶ Candidate not assessed by the centre's appointed assessor
- ▶ Candidate not involved in decisions made regarding their access arrangements
- ▶ Candidate was not informed that an application for access arrangements was to be processed using Access arrangements online, complying with the UK GDPR and the Data Protection Act 2018.

- ▶ 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
- ▶ 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 the exams officer to the centres 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 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 via exams officer 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 candidate without gaining required candidate consent/permission

Raising a concern / complaint

If a candidate (or their parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification they are following, South Cumbria PRS encourages the candidate to try to resolve this informally in the first instance. A concern or complaint should be made in person, by telephone or in writing to the Head of Centre. If a complaint fails to be resolved informally the candidate (or their parent/carer) is then at liberty to make a formal complaint.

How to make a formal complaint

- ▶ A formal complaint should be submitted in writing via the Complaints Form (Appendix 1)
- ▶ Completed forms should be returned to Head of Centre
- ▶ Forms received will be logged by the centre and acknowledged within 7 calendar days
- ▶ Records of complaints will be retained for a period of 3 academic years.

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 15 working days

Internal Appeals Procedure

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 via the Appeals Form
- ▶ Completed forms received will be logged by the centre and acknowledged within 7 calendar days
- ▶ The appeal will be referred to the Chair of Management Committee for consideration
- ▶ The Chair of Management Committee will inform the appellant of the final conclusion in due course.



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