



ROOKS HEATH SCHOOL

Strive to be your best

EXAMINATION COMPLAINTS POLICY

Term of policy: Annual

Approved by: LGB 18.11.25

Date ratified: BoT 11.12.25

Next Review Date: Autumn 2026

Author: S. Subra; C.Chan

Sources: The Exams Office, JCQ

Online location: Policies

Consulted with JCC? Yes No

Introduction

This policy replaces any previous policy and follows the DfE regulations.

As part of our commitment to meet the Public Sector Equality Duty (PSED) requirement, to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations, we have carefully considered the impact of this policy on equality. The school will ensure that this policy is applied fairly to all employees and does not have a negative impact on students or staff with protected characteristics, race, sex, religion and belief, sexual orientation, age, disability, gender reassignment, marriage and civil partnership and pregnancy and maternity.

Examination Complaints Policy

Rooks Heath School

Examination Complaints Policy

Centre name	Rooks Heath School
Centre number	12746
Date policy first created	13/06/2024
Current policy approved by	BoT
Current policy reviewed by	S Subra, C Chan
Date of next review	Autumn Term 2026

Key staff involved in the policy

Role	Name
Head of centre	Miriam Manderson
Senior leader(s)	Seher Subra (DHT)
Exams officer	Chor Lan Chan

This procedure is reviewed and updated annually to ensure that the complaints at Rooks Heath School are managed in accordance with current requirements and regulations.

Reference in this procedure to GR refers to the JCQ publication **General Regulations for Approved Centres**.

Purpose of the policy

The purpose of this policy is to confirm the arrangements for complaints at Rooks Heath School and confirms 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 its written complaints and appeals procedure which covers general complaints regarding the centre's delivery or administration of a qualification.

Grounds for complaint

A candidate (or his/her/parent/carer) at Rooks Heath School may make a complaint on the grounds below (This is not an exhaustive list).

Teaching and Learning

- 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 examination 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 mark prior to marks being submitted to the awarding body
- Candidate not informed of their centre assessed mark 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 the centre assessed mark
- Candidate unhappy with internal assessment decision (complainant to refer 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 their access arrangements
- Candidate did not consent to record their personal data online (by the non-acquisition of a completed candidate personal data consent form)
- Candidate not informed/adequately informed of the arrangement(s) in place and the subjects or components of subjects where the arrangement(s) would not apply
- Examination information not appropriately adapted for a disabled candidate to access it
- Adapted equipment/assistive technology put in place failed during examination/assessment
- Approved access arrangement(s) not put in place at the time of an examination/assessment
- Appropriate arrangement(s) not put in place at the time of an examination/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 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 examination/assessment
- Candidate entered for a wrong examination/assessment
- Candidate entered for a wrong tier of entry

Conducting examinations

- Failure to adequately brief candidate on examination timetable/regulations prior to examination/assessment taking place

- Room in which assessment held did not provide candidate with appropriate conditions for taking the examination
- Inadequate invigilation in examination room
- Failure to conduct the examination according to the regulations
- Online system failed during (on-screen) examination/assessment
- Disruption during the examination/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- 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 examinations, candidate not made aware of the arrangements for post-results services and the availability 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 a decision on the submission of a results 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 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 a candidate without gaining required candidate consent/permission

Raising a concern/complaint

If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, Rooks Heath School encourages an informal resolution in the first instance. This can be undertaken by raising the concern with the Exams Officer or another member of the Exams and Assessment Team. If the candidate or parent feels the complaint is against a member of the Exams Team, an initial concern can be raised to the Head of Centre in the usual way according to our School Complaints Policy.

If a concern or complaint fails to be resolved informally, the candidate (or parent/carer) is then at liberty to make a formal complaint.

How to make a formal complaint

All documentation relating to the submission of a formal complaint is available from, and should be returned to the PA to the Headteacher in line with the school's Complaints Policy. Formal complaints will be logged and acknowledged within the timeline set out in our School Complaint's Policy.

To make a formal complaint, candidates (or parents/carers) must see the full Complaint's Policy.

How a formal complaint is investigated

Any investigation for a formal complaint regarding an examination will be investigated in accordance with our school Complaint's Policy. The findings and conclusion of any investigation will be provided to the complainant within the time set out in our Complaint's Policy.

Internal appeals procedure

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted. To submit an appeal, candidates (or parents/carers) must follow the centre's Internal Appeals Procedure. Appeals will be logged and acknowledged within the time set out within our Complaints Policy. The appeal will be referred to the appropriate designated person as set out in the different stages of the Complaint in the Complaint's Policy.

It will be the responsibility of the Headteacher and Head of Centre to inform the appellant of the final conclusion in accordance with the internal appeals procedure.