

## 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 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
- The marking of an internal assessment, which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body (complainant should refer to the Centre's internal appeals procedure)
- Centre fails to adhere to its internal appeals procedure
- 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

## **Access arrangements**

- 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 personal data being shared electronically (by the non-acquisition of a signed Data Protection Notice)
- Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
- Examination information not appropriately adapted for a disabled candidate to access it
- Adapted equipment put in place failed during examination/assessment
- Approved access arrangement(s) not put in place at the time of an examination/assessment
- Appropriate arrangements not put in place at the time of an examination/assessment as a consequence of a temporary injury or impairment

## **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/examination regulations prior to examination/assessment taking place
- Room in which examination held did not provide candidate with appropriate conditions for taking the examination
- Inadequate invigilation in examination room
- Failure to conduct examination according to the regulations
- Online system failed during (online) examination/assessment
- Disruption during examination/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 outcome of a special consideration application

## **Results and Post-results**

- Before examinations, 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 an 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 Examinations Officer to awarding body post-results services)
- Candidate (or parent/carer) unhappy with a Centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal (complainant to refer via Head of Centre to the Centre's internal appeals procedure)
- Centre applied for the wrong post-results service/for the wrong examination paper 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

## **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, Stoke College encourages him/her 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 Principal.

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 via the Complaints and Appeals Form

Completed forms should be returned to the Principal

Forms received will be logged by the centre and acknowledged within 7 calendar days

### **How a formal complaint is investigated**

The Principal 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

### **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 via the Complaints and Appeals Form.

Completed forms received will be logged by the centre and acknowledged within seven calendar days.

The appeal will be referred to the Chair of the Advisory Council for consideration.

The Chair of the Advisory Council will inform the appellant of the final conclusion in due course.

Head of Centre will inform the appellant of the final conclusion in due course.