



Blessed Thomas Holford Catholic College

May God's love be our guide 

## Complaints Policy

Reference in this policy 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 Blessed Thomas Holford Catholic College and confirms the compliance with JCQ's GR (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 Blessed Thomas Holford Catholic College (BTHCC) 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 awarding body not provided on time.
- The taking of an assessment which contributes towards the final grade of a qualification, not conducted according to the JCQ/awarding body instructions.
- Candidate not informed of their centre assessed mark prior to the marks being submitted to the awarding body.
- Candidate not informed of their centre assessed mark in sufficient time to request an appeal/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.
- 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.
- 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 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.
- Alleged, suspected or actual malpractice incident not investigated/reported.
- Failure to inform/update candidate on the accepted/rejected outcome of a special consideration application of provided by awarding body.
- Failure to conduct the examination according to the regulations.
- Disruption during the examination/assessment.

### **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-result service.
- Centre applied for a post-results service for a candidate without gaining required candidate consent.

## **Raising a Complaint**

If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, Blessed Thomas Holford Catholic College encourages an informal resolution in the first instance. This can be undertaken by raising the concern or complaint in person, by telephone or in writing to the Headteacher.

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 Headteacher, Clare Hogg. Formal complaints will be logged and acknowledged within 3 working days.

To make a formal complaint, candidates (or parents/carers) must complete and return a complaints form.

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

The Headteacher will further investigate or appoint a member of the senior leadership team (who has no conflict of interests) to investigate the complaint and report on the findings and conclusion.

The findings and conclusion of any investigation will be provided to the complainant within one working week.

## **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 internal appeals procedure and complete and return an internal appeals form.

Appeals will be logged and acknowledged within 3 working days. The appeal will be referred to the Headteacher. It will be the responsibility of the Headteacher to inform the appellant of the final conclusion, in accordance with the internal appeals procedure.