

Complaints Policy (Exams)

Date reviewed	September 2025
Frequency	Annually
Next review date	October2026
Reviewed by	Academic Standards, SEND and Educational Trips Committee

Signed: Dated: 16.10.2025

Chair of Governors

Signed: Dated: 16.10.2025

Principal

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Key staff involved in the procedure

Role	Name(s)
Head of centre	Francis Galbraith
SLT members	Leanne Chapman
	Sarah Thomas
	Will Atkinson
	Sailesh Roopnarain
	Vicky Andrews
	Mike Birchall
Exams Manager	Jodi Henderson

Purpose of the policy

This policy confirms Goldington Academy's 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 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 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 Mrs Henderson, Exams Manager 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 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 Mrs Henderson, Exams Manager 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
- 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 the 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 Mrs Henderson, Exams Manager to awarding body *post-results services*)
- Candidate (or parent/carer) unhappy with a centre decision not to support a clerical recheck, a review of marking, a review of moderation or an appeal (complainant to refer via Mrs Henderson, Exams Manager, 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, Goldington Academy encourages the candidate to try to resolve this informally in the first instance via conversations with the tutor, the teacher concerned, and/or the relevant Head of Department. It is hoped that this will resolve the issue. 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 by completing a complaints form (page 6)
- Forms are available from the Exams Manager
- Completed forms should be returned to the Exams Manager
- Forms received will be logged on the complaints log (page 7) by the centre and acknowledged within 3 working days

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 2 working weeks

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 by following the centre's internal appeals procedure and completing an internal appeals form
- Forms received will be logged by the centre and acknowledged within 3 working days
- The appeal will be referred to the Chair of Governors for consideration
- The Chair of Governors will inform the appellant of the final conclusion in accordance with the internal appeals procedure

Complaints form

	FOR CENTRE USE ONLY		
	Date received		
	Reference No.		
io	n		
al	alification		

Plea	se tick box to indicate the nature of your complaint	Reference No.	
	Complaint against the centre's delivery of a qualification	n	
	Complaint against the centre's administration of a qual	ification	

Name of complainant		
Candidate name (if different to complainant)		
Please state the grounds for your complaint below:		
If your complaint is lengthy, please write as bullet names etc. and provide any evidence you may ha	points; please keep to the point and include relevant detail such as dates,	
	this form is being completed electronically or overleaf if hard copy being completed	
Detail any steps you have already taken to r resolution to the issue(s)	esolve the issue(s) and what you would consider to be a good	
Complainant signature:	Date of signature:	
This form must be completed in full	- an incomplete form will be returned to the complainant	

Complaints log

On receipt, all complaints are assigned a reference number and logged. Outcome and outcome date is also recorded.

The outcome of any reviews of the centre's marking will be made known to the head of centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

Ref	Date	Complainant name	Outcome	Outcome
No.	received			date