



Examinations

COMPLAINTS POLICY

Reviewing Member of Staff: Mrs H Green **Examinations Officer**

Date Updated: 02/10/2025

Review Date: Autumn Term 2026

This policy is reviewed annually to ensure compliance with current regulations

Key staff involved in the policy

Role	Name(s)
Head of Centre	Dr A Evans
Senior Leader	Mrs A Lungley / Mrs M Wall
Examinations Officer	Mrs H Green
Deputy Examinations Officer	Mrs C Whiteley

Purpose of the Policy

This policy confirms Prince Henry's High School's compliance with JCQ's **General Regulations for Approved Centres** (section 5.3, 5.8) that the Centre will draw 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 bodies 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 bodies instructions
- Candidate not informed of their Centre-assessed marks prior to marks being submitted to the awarding bodies
- 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 bodies
- 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 H Green, Examinations Officer, either in person or email phhsexams@princehenrys.worcs.sch.uk after referring 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 H Green, Examinations Officer, either in person or email phhsexams@princehenrys.worcs.sch.uk after referring 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 awarding bodies

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 bodies *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 Mrs H Green, Examinations Officer, either in person or email phhsexams@princehenrys.worcs.sch.uk after referring 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 bodies 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, Prince Henry's High School encourages the candidate to try to resolve this informally in the first instance. A concern or complaint shall be made in person, to the exams department via email to phhsexams@princehenrys.worcs.sch.uk
- 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 shall be submitted in writing to the Headteacher by emailing enquires@princehenrys.worcs.sch.uk
- Forms received will be logged by the Centre and acknowledged within 14 calendar 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 4 working weeks

Internal appeals procedure

- Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be
- Any appeal must be submitted in writing to the Chair of Governors via email to clerktogovernors@princehenrys.worcs.sch.uk
- Emails received will be logged by the Centre and acknowledged within 14 calendar days
- The internal appeal will be referred to Chair of Governors & the Governors Complaints Committee for consideration
- The Chair of Governors will inform the appellant of the final conclusion in due course