



**PADGATE  
ACADEMY**

## Complaints and Appeals Procedure (Examinations)

|  |                  |
|--|------------------|
| Date approved by the Governing Body                  | 13 February 2019 |
| Signature of Chair of Padgate Academy Governing Body | Mr G. Wilson     |
| Signature of Academy Principal                       | Mrs M. Barclay   |
| Date of next review                                  | February 2021    |

## Complaints and appeals procedure (exams)

This procedure is reviewed annually to ensure compliance with current regulations

|                           |                  |
|---------------------------|------------------|
| Implementation Date       | 13 February 2019 |
| Review Date               | February 2020    |
| Status                    | Best Practice    |
| Senior Manager Authoriser | Principal        |

## Key staff involved in the complaints and appeals procedure

| Role           | Name(s) |
|----------------|---------|
| Head of centre |         |
| SLT members    |         |
| Exams officer  |         |
|                |         |
|                |         |

## Purpose of the procedure

This procedure confirms Padgate Academy's compliance with JCQ's *General Regulations for Approved Centres 2017-2018*, section 5.7 that the centre has in place "...a written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification."

## 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**

**Access arrangements**

**Entries**

**Conducting examinations**

**Results and Post-results**

## 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, Padgate Academy 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 head of centre.

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 [writing by completing a **complaints and appeals form**]
- ▶ Forms are available from the Examinations Officer
- ▶ Completed forms should be returned to the Principal of the Academy the student is attending
- ▶ Forms received will be logged by the centre and acknowledged within X 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 X working weeks]

## 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 by again completing a **complaints and appeals form**
- ▶ Forms received will be logged by the centre and acknowledged within 5 calendar days
- ▶ The appeal will be referred to the Statement of Action Committee (SOAC) for consideration
- ▶ SOAC will inform the appellant of the final conclusion in due course.

## Complaints and appeals form

**FOR CENTRE USE ONLY**

Date received

Reference No.

Please tick box to indicate the nature of your complaint/appeal

- Complaint/appeal against the centre's delivery of a qualification
- Complaint/appeal against the centre's administration of a qualification

Name of complainant/appellant

Candidate name if different to complainant/appellant

Please state the grounds for your complaint/appeal below

If your complaint is lengthy please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say

Your appeal should identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate

*If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed*

Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s)

Complainant/appellant signature:

Date of signature:

This form must be completed in full; an incomplete form will be returned to the complainant/appellant

## Complaints and appeals log

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

| Ref No. | Date received | Complaint or Appeal | Outcome | Outcome date |
|---------|---------------|---------------------|---------|--------------|
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