



St Ursula's Convent School

A Humanities College and Teaching School

ST URSULA'S COMPLAINTS AND APPEALS PROCEDURE 2018/19

Purpose of the procedure

This procedure confirms St Ursula's Convent School's compliance with JCQ's General Regulations for Approved Centres 2018-19, section 5.8 that the centre *will draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover the general complaints regarding the centre's delivery or administration of a qualification.*

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, St Ursula's Convent School 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 / Head Teacher – 0208 858 4613 or admin@stursulas.com.

If a complaint fails to be resolved informally the candidate (or his/her parent/carer) is then at liberty to make a formal complaint.

Stage 1 – Informal: Candidate consults with assessor/teacher within 5 working days following receipt of the complaint. If unresolved then the issues are documented before moving to stage 2. If not already done so, a formal complaint must be made in writing, stating the grounds for your complaint, before the process can move to stage 2.

The following stages are normally required only when all other mechanisms within the centre (for example discussion between candidate/parent/carer and Head of centre) have failed to resolve the matter. It is expected that they will be used only in exceptional circumstances

Stage 2 – Review: Review of assessment decisions by the Assistant Head in charge of Curriculum. Candidate notified in writing of findings and agrees or disagrees, in writing, with outcome, within 5 working days. If unresolved move to stage 3.

Stage 3 – Appeal hearing: the candidate will be given at least 5 working days' notice of the date of their personal hearing. All relevant documentation will be given to the candidate prior to the hearing. Where a candidate is presenting her own case they may be accompanied by a (single) parent/carer or friend. The Appeal would normally be heard by the Head of Centre and a governor within 10 working days of the review. The results of the Hearing should be communicated to the candidate and parent/carer in writing: last stage by the centre. If unresolved move to stage 4.

Stage 4 – External appeal: the grounds for appeal and any supporting documentation must be submitted by the centre to the awarding body within 14 days of the completion of stage 4: a fee is levied upon the applicant (refunded if the appeal is successful).

Recording appeals:

Each stage should be recorded, dated and show either agreement or disagreement with decisions. Documents must be kept for a minimum of 18 months.

Monitoring of appeals:

Undertaken by SLT to inform development and allow for quality assurance.