



St Ursula's Convent School
A Humanities College and Teaching School

**COMPLAINTS AND APPEALS
PROCEDURE
(EXAMS)
2019-20**

Policy reviewed annually by:

**S Taylor
N Johnson**

Key staff involved in the complaints and appeals procedure

Role	Name(s)
Head of centre	C Hamilton
Exams Officer Line Manager (Senior Leader)	N Johnson
SLT member(s)	B Durrant K Adams M Lanzon M Kerr D Williams
Exams officer	S Taylor

Purpose of the procedure

This procedure confirms St Ursula's Convent School's compliance with JCQ's General Regulations for Approved Centres 2019-2020 (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 general complaints regarding the centre's delivery or administration of a qualification.*

Complaints and appeals procedure

Stage 1 – Informal: 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, St Ursula's Convent School encourages them to try to resolve this informally in the first instance. An initial 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.

Candidate consults with an appropriate member of staff within 5 working days following receipt of the complaint. If a complaint fails to be resolved informally, the candidate (or their parent/carer) is then at liberty to make a formal complaint. The issues and discussions from stage 1 are documented before moving to stage 2.

A formal complaint must be made in writing, stating the grounds for your complaint, using the form provided in Appendix A, before the process can move to stage 2. Forms received by the centre will be logged and acknowledged (Appendix B). ***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 Senior Leader in charge of Curriculum and/or Examinations. Candidate notified in writing of findings and agrees or disagrees, in writing, with outcome, within 5 working days.

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted. An appeal must be made in writing, using the form provided in Appendix A, stating the grounds for your appeal, before the process can move to stage 3. Forms received by the centre will be logged and acknowledged (Appendix B).

Stage 3 – Appeals and 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 their 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 receiving the written appeal. The results of the hearing should be communicated to the candidate and parent/carer in writing within 10 working days of the hearing. This is the last stage by the centre.

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an external appeal can be submitted. An appeal must be made in writing, using the form provided in Appendix A, stating the grounds for your appeal, before the process can move to stage 4. Forms received by the centre will be logged and acknowledged (Appendix B).

Stage 4 – External appeal: the grounds for appeal and any supporting documentation must be submitted by the centre to the awarding body within 10 working days of receiving the written external appeal. A fee is levied upon the applicant (refunded if the appeal is successful). This external appeal will run in accordance with the process outlined by the awarding body concerned.

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 by the school.



APPENDIX A: Complaints and appeals

FOR CENTRE USE ONLY

Date received

Reference No.

Please tick box to indicate the nature of your complaint/appeal and complete all boxes on the form below:

- Complaint/appeal against the centre's delivery of a qualification (Stage 2 and 3 only)
- Complaint/appeal against the centre's administration of a qualification (Stage 2 and 3 only)
- External appeal to an awarding body against the centre (Stage 4 only)
- Complaint against a centre with evidence of bias/discrimination (Stage 2 and 3 only)

Name of appellant		Candidate name if different to appellant	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your complaint/appeal below

If your complaint is lengthy please write as bullet points; please 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

APPENDIX B: Example of complaints and appeals log

On receipt, all complaints/appeals are assigned a reference number and logged electronically in a format similar to the table below. Outcome and outcome date is also recorded.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date