



**St Ursula's Convent School**  
**A Humanities College and Training School**

**Complaints and Appeals  
Procedure (Exams)  
2020/21**

This plan is reviewed annually to ensure compliance with current regulations

Reviewed: November 2020

Reviewed by: C Hamilton, N Johnson & S Taylor

Next Review Date: November 2021

### Key staff involved in the complaints and appeals procedure

<b>Role</b>	<b>Name(s)</b>
Head of centre	<b>C Hamiton</b>
Senior leader(s)	<b>N Johnson</b> <b>K Adams</b> <b>M Kerr</b> <b>E Cahir</b> <b>A Cushnahann</b> <b>N Mandalos</b> <b>D Williams</b>
Exams Officer	<b>S Taylor</b>
ALS lead/SENCo	<b>C Ferreira</b>

## Purpose of the procedure

This procedure confirms St Ursula's Convent School compliance with JCQ's General Regulations for Approved Centres 2020-2021 (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

### How to make an informal complaint

If a candidate (or his/her 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 pupils 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](mailto:admin@stursulas.com).

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 in writing by completing a **complaints and appeals form (Appendix A)** and emailing this to [admin@stursulas.com](mailto:admin@stursulas.com) . An electronic editable version of this form is available on request.
- Forms received will be logged by the centre and acknowledged within 5 school 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. This investigation will aim to be completed within 10 school days from the Head of Centre receiving the written complaint. Sometimes, to investigate your concerns fully and provide a detailed response, the school will need longer than 10 school days. If this is the case, the school will contact you within 10 school days to update you on the progress of the investigation.
- The complainant/appellant will be invited into school to meet with the Head of Centre to discuss the investigation.
- The findings and conclusion will be provided to the complainant within 10 school days from this meeting.

### How to appeal the findings of a formal complaint

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 another **complaints and appeals form (Appendix A)** and emailing this to [admin@stursulas.com](mailto:admin@stursulas.com) . An electronic editable version of this form is available on request.
- Forms received will be logged by the centre and acknowledged within 5 school days.
- The appeal will be referred to the Chair of Governors for consideration.
- The Chair of Governors will further investigate or appoint a member of the governing body (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. This investigation will aim to be completed within 15 school days from the Chair of Governors receiving the written complaint. Sometimes, to investigate your concerns fully and provide a detailed response, the Chair of Governors will need longer than 15

school days. If this is the case, the school will contact you within 15 school days to update you on the progress of the investigation.

- The complainant/appellant will be invited into school to meet with the Chair of Governors/an appeals panel to discuss the investigation.
- The Chair of Governors (or Committee) will inform the appellant of the final conclusion within 15 school days from this meeting/appeals panel.



## APPENDIX A: Formal complaints and appeals form (exams)

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick box to indicate the nature of your complaint/appeal relating to examinations at St Ursula's Convent School. Please complete all boxes on the form below:

- Complaint/appeal against the centre's delivery of a qualification
- Complaint/appeal against the centre's administration of a qualification
- Complaint against a centre with evidence of bias/discrimination

<b>Name of appellant</b>		<b>Candidate name</b> if different to appellant	
<b>Awarding body</b>		<b>Exam paper code</b>	
<b>Subject</b>		<b>Exam paper title</b>	

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. An electronic editable version of this form is available on request. Please return all completed forms to [admin@stursulas.com](mailto:admin@stursulas.com)**