

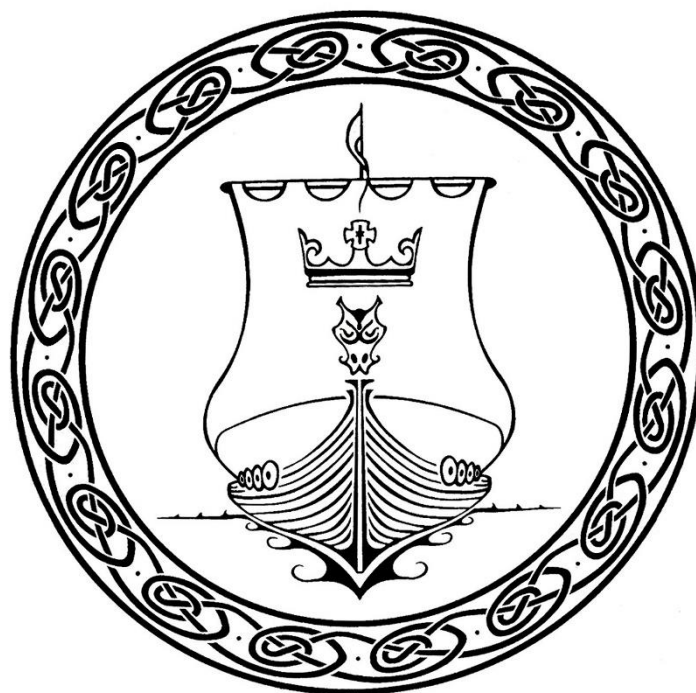
Queen Elizabeth II High School

Complaints and Appeals Procedure (Exams)

Centre Number 45011

SQA Centre Number 3021653

2023/2024



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Key staff involved in the complaints and appeals procedure

Role	Name(s)
Head of centre	Charlotte Clarke
Exams officer/SQA Co-ordinator	Mrs Paula Venezia
Senior leader(s)	Jason Coole (Deputy Head), Julie Ozer (Business Manager), Joanne Steriopulos (Assistant Head), John Kinley (Assistant Head), Olivia Graham (Assistant Head) Steven Slack (Assistant Head Data and Exams)
Support for Learning	Leanne Edge/Anne Meyler

Purpose of the procedure

This procedure confirms Queen Elizabeth II High School's compliance with JCQ's General Regulations for Approved Centres 2023-24 and SQA Complaints Handling Procedure, and covers JCQ exams. There is a section covering complaints to SQA on page 7.

We value feedback, including complaints. Feedback assists with evaluating our school's performance and helps to inform quality improvements.

Information is given to candidates during induction and is detailed within an Exam Guidance Booklet published yearly.

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

- 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)
 - Lack of materials
- Pre-release/advance material/set task issued by the awarding body 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 body instructions
- The marking of an internal assessment, which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body (complainant should refer to the centre's *internal appeals procedure*)
- Centre fails to adhere to its *internal appeals procedure*
- Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of his/her centre assessed marks in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body
- Candidate not given sufficient time to review materials to make a decision whether to request a review of centre assessed marks

The complaints procedure should not be used for challenging assessment decisions – the centre's appeals procedure should be used for this.

Access arrangements

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding his/her access arrangements
- Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed data protection notice/candidate data personal consent form)
- 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 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

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 outcome of a special consideration application

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 body *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 [insert who] to the centre's *internal appeals procedure*)
- Centre applied for the wrong post-results service/for the wrong script for a candidate
- Centre missed awarding body deadline to apply for a post-results service
- Centre applied for a post-results service for candidate without gaining required candidate consent/permission

Complaints and Appeals Procedure

Stage 1: 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 he/she is following, Queen Elizabeth II High 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. The complaint will be logged and recorded and a response will be provided within five working days, where possible.

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 2: Formal complaint

Candidates should be able to move directly to a formal complaint, if the matter is very serious, or if they feel unable to raise the matter with staff informally.

- A formal complaint should be submitted in writing by completing a **Complaint Form** in line with the Department of Education Sport and Culture (DESC) Complaints Procedure
- Forms are available from the school website and are attached in this document
- Complaints should be made in writing and returned to the Head teacher at school
- Forms received will be logged by the Head teacher and acknowledged within 5 working 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 20 working days

Appeals

Following the outcome, if the complainant is still not satisfied, a complainant has the right to raise the matter with the Tynwald Commissioner.

Complaints to SQA

Candidates of SQA qualifications also have the right to complain to SQA awarding body. SQA will only consider your complaint if you have already gone through all stages of DESC complaints procedure and remain dissatisfied with the outcome, or the way in which we handled your complaint.

SQA will deal with complaints about:

- Assessment – in the broadest sense, including the conduct of, preparation for, and environment for, assessment
- Dissatisfaction with the way in which the centre handled the complaint

SQA will not deal with complaints about:

- Assessment decisions (Use Appeals or Post-results Services)
- The wider experience of being a candidate

Internal Appeals form

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal

Candidate Name		Candidate Number	
Awarding body		Exam paper code	
Qualification type Subject		Exam paper title	

Please state the grounds for your appeal below

(If applicable, tick below)

- Where my appeal is against an internal assessment decision I wish to request a review of the centre's marking
If necessary continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Candidate Signature:

Date of signature:

This form must be signed, dated and returned to the Exams Officer on behalf of the head of centre within five calendar days of receiving your internal assessment marks or your review decision.

Complaints and Appeals log

On receipt, all complaints/appeals are assigned a reference number and logged.

The outcome of any reviews of the centre's marking will be made known to the head of centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately. The awarding body will be informed if the centre does not accept the outcome of a review – this will be noted on this log.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

Further guidance to inform and implement appeals procedures

JCQ

General Regulations for Approved Centres

<https://www.jcq.org.uk/exams-office/general-regulations>

Post-Results Services

<https://www.jcq.org.uk/exams-office/post-results-services>

JCQ Appeals Booklet

<https://www.jcq.org.uk/exams-office/appeals>

Notice to Centres – informing candidates of their centre assessed marks

<https://www.jcq.org.uk/exams-office/non-examination-assessments>

Ofqual

GCSE (A* to G) qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditions-and-requirements>

GCE qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>

Pre-reform GCE qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-pre-reform-qualifications>

