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# **Complaints Procedure (Exams 2024/2025)**

Queen Elizabeth II High School

## Complaints Procedure (Exams 2024/2025)

Centre name	Queen Elizabeth II High School
Centre number	45011
Date policy first created	08/04/2025
Current policy approved by	Mr Steven Slack
Current policy reviewed by	Mrs Paula Venezia
Date of review	27/02/2025
Date of next review	27/02/2026

## Key staff involved in the policy

Role	Name
Head of centre	Mrs Charlotte Clarke
Senior leader(s)	Mr Jason Coole (Deputy Head), Mrs Julie Ozer (Business Manager), Mrs Joanne Steriopulos (Assistant Head), Mr John Kinley (Assistant Head), Mrs Olivia Graham (Assistant Head) Mr Steven Slack (Assistant Head Data and Exams)
Exams officer	Mrs Paula Venezia
Other staff (if applicable)	

This policy is reviewed and updated annually to ensure that any complaints at Queen Elizabeth II High School are managed in accordance with current requirements and regulations.

## Purpose of the policy

The purpose of this policy is to confirm the arrangements for complaints at Queen Elizabeth II High School and confirms compliance with JCQ's **General Regulations for Approved Centres** (5.3, 5.8) in drawing to the attention of candidates and their parents/carers our written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification and our internal appeals procedure.

## Grounds for complaint

A candidate (or their/parent/carer) at Queen Elizabeth II High School may make a complaint on the grounds below (This is not an exhaustive list).

### Teaching and Learning

- 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)
- Pre-release/advance material/set task issued by the awarding body not provided on time to an examination candidate
- The taking of an assessment, which contributes to the final grade of the qualification, is not conducted according to the JCQ/awarding body instructions
- Candidate not informed of their centre-assessed mark prior to marks being submitted to the awarding body
- Candidate not informed of their centre-assessed mark 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 the centre-assessed mark
- Candidate unhappy with internal assessment decision (complainant to refer to the centre's **internal appeals procedure**)
- Centre fails to adhere to its internal appeals procedure

Additional grounds for complaint relating to teaching and learning:

- The marking of an internal assessment, which contributes to the final grade of the qualification, was not undertaken according to the requirements of the awarding body (complainant should refer to the centre's internal appeals procedure).
- The complaints procedure should not be used for challenging assessment decisions – the centre's appeals procedure should be used for this.

### **Access arrangements and special consideration**

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding their access arrangements
- The candidate did not consent to record their personal data online (by the non-acquisition of a completed **candidate personal data consent form**)
- Candidate not informed/adequately informed of the arrangement(s) in place and the subjects or components of subjects where the arrangement(s) would not apply
- Examination information not appropriately adapted for a disabled candidate to access it
- Adapted equipment/assistive technology put in place failed during examination/assessment
- Approved access arrangement(s) not put in place at the time of an examination/assessment
- Appropriate arrangement(s) not put in place at the time of an examination/assessment as a consequence of a temporary injury or impairment
- Candidate unhappy with the centre's decision relating to access arrangements or special consideration (complainant to refer to the centre's **internal appeals procedure**)
- Centre fails to adhere to its internal appeals procedure

Additional grounds for complaint relating to access arrangements:

Not applicable.

### **Entries**

- Failure to clearly explain a decision of early entry for a qualification to the candidate (or parent/carer)
- Candidate not entered/entered late (incurring a late entry fee) for a required examination/assessment
- The candidate entered for the wrong examination/assessment
- The candidate entered for the wrong tier of entry

Additional grounds for complaint relating to examination entries: Not applicable.

### **Conducting examinations**

- Failure to adequately brief the candidate on the examination timetable/regulations prior to the examination/assessment taking place
- The room in which the assessment was held did not provide the candidate with appropriate conditions for taking the examination
- Inadequate invigilation in the examination room
- Failure to conduct the examination according to the regulations
- The online system failed during the (on-screen) examination/assessment
- Disruption during the examination/assessment
- Alleged, suspected, or actual malpractice incident not investigated/reported

## **Failure to inform/update the candidate on the accepted/rejected outcome of a special consideration application if provided by the awarding body**

Additional grounds for complaint relating to the conducting of examinations:

- Eligible application for special consideration for a candidate not submitted/not submitted to timescale.

## **Results and Post-Results**

- Before examinations, candidates are not made aware of the arrangements for post-results services and the availability 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 a decision on the submission of a results review/enquiry
- Candidate's 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 the 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 to the centre's **internal appeals procedure**)
- Centre fails to adhere to its internal appeals procedure
- Centre applied for the wrong post-results service/for the wrong script for a candidate
- Centre missed the awarding body deadline to apply for a post-results service
- Centre applied for a post-results service for a candidate without gaining the required candidate consent/permission

Additional grounds for complaint relating to results and post-results:

Not applicable.

## **Raising a concern/complaint**

If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, Queen Elizabeth II High School encourages an informal resolution in the first instance.

This can be undertaken by:

- Contact the school via telephone or in writing to the Head of Centre (Mrs Charlotte Clarke).  
The complaint will be logged and recorded, and a response will be provided within 5 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.
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### **How to make a formal complaint**

All documentation relating to the submission of a formal complaint is available from and should be returned to:

- Head of Centre (Mrs Charlotte Clarke).

Formal complaints will be logged and acknowledged within:

- 5 working days.

To make a formal complaint, candidates (or parents/carers) must:

- Complete a Complaint Form in line with the Department of Education Sport and Culture (DESC) Complaints Procedure. Forms are available from the school website.

### **How a formal complaint is investigated**

The Head of Centre (Mrs Charlotte Clarke) 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 conclusions of any investigation will be provided to the complainant within:

- 20 working days.

### **Internal appeals procedure**

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted.

To submit an appeal, candidates (or parents/carers) must:

- raise the matter with the head of centre (Mrs Charlotte Clarke) - Primary and Secondary School complaints.
- alternatively, if the matter has still not been resolved to candidates' (or parents/carers) satisfaction, they can send a letter to the Complaints Officer, Hamilton House, Peel Road, Douglas IM1 5EZ or by
- email to [admin.dec@doe.gov.im](mailto:admin.dec@doe.gov.im).

Appeals will be logged and acknowledged within:

- 5 working days

The appeal will be referred to:

- Head of centre (Mrs Charlotte Clarke) and Senior Leadership team (Mr Steven Slack) as detailed in the centre's appeal procedure.

It will be the responsibility of the Head of Centre (Mrs Charlotte Clarke) and Senior Leadership team (Mr Steven Slack) as detailed in the centre's appeal procedure to inform the appellant of the final conclusion in accordance with the internal appeals procedure. Additional details on the internal appeals process:

## **Complaints to SQA**

Candidates of SQA qualifications also have the right to complain to SQA awarding body.

SQA will only consider

a candidate's complaint if they have already gone through all stages of DESC complaints procedure and remain dissatisfied with the outcome, or the way in which the centre has handled a candidate's 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 for this complaint)
- The wider experience of being a candidate.

## **Changes 2024/2025**

(Changed) Under heading **Purpose of the policy:** (From) The purpose of this policy is to confirm the arrangements for complaints at Queen Elizabeth II High School and confirms compliance with JCQ's General Regulations for Approved Centres (sections 5.3, 5.8) in drawing to the attention of candidates and their parents/carers its written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification. (To) The purpose of this policy is to confirm the arrangements for complaints at Queen Elizabeth II High School and confirms compliance with JCQ's General Regulations for Approved Centres (5.3, 5.8) in drawing to the attention of candidates and their parents/carers our written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification and our internal appeals procedure.

## **Centre-specific changes**

No centre specific changes were made to this 2024/2025 document