

Tupton Hall School
REDHILL ACADEMY TRUST



Complaints (Exams) Policy

Tupton Hall School

Complaints (Exams) Policy

Centre name	Tuption Hall School
Centre number	23146
Date policy first created	29/09/2023
Current policy approved by	Mr S Roberts
Current policy reviewed by	SLT
Date of review	25/09/2026
Date of next review	24/09/2027

Key staff involved in the policy

Role	Name
Head of centre	Mr A J Knowles
Senior leader(s)	Mr S Roberts ,Mrs J Lammin Mrs C Burton Mrs S Burton Mrs R Holland Mrs A Lindley, Mr D Thompson, Mr M Edwards
Exams Manager	Miss Amy Roberts
Other staff (if applicable)	

This policy is reviewed and updated annually to ensure that any complaints at Tupton Hall School are managed in accordance with current requirements and regulations and reflects centre practice..

Purpose of the policy

The purpose of this policy is to confirm the arrangements for complaints at Tupton Hall 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.

Grounds for complaint

A candidate (or their/parent/carer) at Tupton Hall 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, 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:

Not applicable

Access arrangements and special consideration

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding their access arrangements
- Candidate was not informed that an application for access arrangements was to be processed using *Access arrangements online*, complying with the UK GDPR and the Data Protection Act 2018
- 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 centre 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 candidate (or parent/carer)
- Candidate not entered/entered late (incurring a late entry fee) for a required examination/assessment
- Candidate entered for a wrong examination/assessment
- Candidate entered for a wrong tier of entry

Additional grounds for complaint relating to examination entries:

Not applicable

Conducting examinations

- Failure to adequately brief candidate on examination timetable/regulations prior to examination/assessment taking place
- Room in which assessment held did not provide candidate with appropriate conditions for taking the examination
- Inadequate invigilation in examination room
- Failure to conduct the examination according to the regulations
- Online system failed during (on-screen) examination/assessment
- Disruption during the examination/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Failure to inform/update candidate on the accepted/rejected outcome of a special consideration application if provided by awarding body

Additional grounds for complaint relating to the conducting of examinations:

Not applicable

Results and Post-Results

- Prior to the issue of results, candidate 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 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 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 awarding body deadline to apply for a post-results service
- Centre applied for a post-results service for a candidate without gaining 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, Tupton Hall School encourages an informal resolution in the first instance.

This can be undertaken by:

- Contacting the subject teacher in the first instance who will raise the complaint with the Head of Faculty who should be able to resolve the issue. The Head of Faculty is then able to discuss the complaint with the Exams Team who will endeavour to resolve the issue.

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

How to make a formal complaint

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

- Formal complaints relating to exams should be directed, in writing (to include email), to the Exams Officer in the first instance.
Complaints received will then be discussed with the SLT member in charge of exams and the Head of Centre in order to find a resolution.

Formal complaints will be logged and acknowledged within:

- Formal complaints will be logged and acknowledge within 3 working days of receipt of the complaint.

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

- Write or email the school email/address setting out details of the complaint.
This should include as much detail as possible and must include dates and times to support the complaint.
It must be signed by the candidate/parent/carer.

How a formal complaint is investigated

A formal complaint will be investigated by the Exams Officer; the SLT member with responsibility for Exams; the Head of Centre or another member of SLT designated by the Head of Centre. If any of these members of staff were directly involved in the complaint then another, unbiased, member of staff will be selected.

Information will be gathered from the subject teacher, head of faculty and student/parent/carer this will be looked at to decide on an outcome.

The findings and conclusion of any investigation will be provided to the complainant within:

- The findings and conclusion of the investigation will be forwarded to the complainant in writing within 4 weeks of the complaint being raised.

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:

- Write to the Exam's Manager explaining why they would like to appeal marks.

This needs to detail the Subject/Paper.

Appeals will be logged and acknowledged within:

- Appeals will be logged on file with the Exams Manager.

S.Roberts will be made aware of any appeals that come in. Appeals will be acknowledged within in 10 days of receiving the appeal.

HOF will then be asked to review the appeal they then have 30 working days to repsond.

If this is in relation to a remark the centre will be required to submit the appeal to the exam board within30 working days of the result of the remark.

The appeal will be referred to:

- Exams Managerand S. Roberts

It will be the responsibility of S.Roberts/ A.Knowles to inform the appellant of the final conclusion in accordance with the internal appeals procedure.

Additional details on the internal appeals process:

Changes effective from 1 September 2026

Under heading **Results and Post-Results** amended first bullet point from 'Before examinations' to 'Prior to the issue of results', candidate not made aware of the arrangements for post-results services and the availability of senior members of centre staff after the publication of results.

Centre-specific changes

who is responsible for the appeals procedure and the timeline for appeals