



WREKIN

## **Complaints Policy (Exams)**

Wrekin College

## Complaints Policy (Exams)

Centre name	Wrekin College
Centre number	29360
Date policy first created	02/10/2023
Current policy approved by	Ben Smith
Current policy reviewed by	Gemma Allen
Date of review	26/09/2025
Date of next review	24/09/2027

## Key staff involved in the policy

Role	Name
Head of centre	Mr. Ben Smith
Senior leader(s)	Mr Ben Smith - Acting Headmaster Mr David Blackhan - Deputy Head Pastoral Mrs Cora Thurst - SENCo Mr Steve Morton - IT Manager and Safeguarding Mrs Amandeep Rathore - Head of Facilities
Exams officer	Mrs. Gemma Allen
Other staff (if applicable)	Mrs. Cora Thurst - Head of internal exams Dr Guy Roberts - Data Manager

This policy is reviewed and updated annually to ensure that any complaints at Wrekin College 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 Wrekin College 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 Wrekin College 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:

None

### 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:

None

## **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:

Entries not communicated in a clear timely manner

## **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:

Failure to inform candidate via email or written of the information to candidates prior to the exam.

## **Results and Post-Results**

- Before examinations, 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, Wrekin College encourages an informal resolution in the first instance.

This can be undertaken by:

- Raising the concern or complaint in person, by telephone or in writing to Mr. Ben Smith the head of centre.

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:

- Mr. Ben Smith (Head of Centre)

Formal complaints will be logged and acknowledged within:

- 7 working days

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

- complete and return a complaints form, or can be made via person, phone or email.

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

Procedure will be followed from our school complaints procedure.

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

- Normally within the timescales highlighted in the schools complaint policy, in most cases 14 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:

- Follow the centres internal appeals process.

Appeals will be logged and acknowledged within:

- 7 working days

The appeal will be referred to:

- as detailed in the centres internal appeal process.

It will be the responsibility of [69] to inform the appellant of the final conclusion in accordance with the internal appeals procedure.

Additional details on the internal appeals process:

A written or verbal response is normally within 14 days.

## **Changes 2025/2026**

(update 01/10/2025)

(Removed/replaced) Under heading **Access arrangements and special consideration** removed reference to **candidate personal data consent form**/replaced with reference to complying with the UK GDPR and the Data Protection Act 2018

### **Centre-specific changes**

No centre specific updates