

Complaints Policy (Exams) 2025/26

This policy is reviewed and updated annually to ensure that the complaints and appeals in relation to examinations at The Purcell School are managed in accordance with current requirements and regulations.

Reference in this procedure to GR refers to the JCQ publication **General Regulations for Approved Centres**.

Purpose of the Policy

This policy confirms The Purcell School's 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 his/her/parent/carer) at The Purcell School may make a complaint on the grounds below.

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).
- 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 via Exams Officer to the centre's internal appeals procedure)
- Centre fails to adhere to its internal appeals procedure

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 did not consent to record their personal data online (by 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 via Exams Officer to the centre's internal appeals procedure)
- Centre fails to adhere to its internal appeals procedure

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

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**) (updated 2021/22)
- 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 fails to adhere to its internal appeals procedure
- 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 their parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, The Purcell School encourages the candidate to try to resolve this informally in the first instance. This can be undertaken by:

- The person best placed to deal with any concern and complaint will depend on the subject of your complaint, as follows:
 - **Exams Procedure** - Exams Officer in writing
 - **Exam Malpractice** - Head of Centre in writing
 - If you are not sure who to contact, please contact the School Office on schooloffice@purcellschool.org

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 the Exams Officer who will pass it to the Head of Centre
- This must be made courteously in writing, stating that you are making a formal complaint
- Formal complaints will be logged and acknowledged within 5 working days (during term time)
- To make a formal complaint, candidates (or parents/carers) must do so in writing to the Exams Officer or Head of Centre

How a Formal Complaint is Investigated

- The Head of Centre will usually delegate responsibility for undertaking investigation of the complaint to the Vice-Principal, another senior member of staff or Exams Officer as appropriate

- The designated person may ask to meet you for a discussion of the problem. You can take a friend or relation to this appointment with you if you wish, who should not be legally qualified, and legal representation will not normally be permitted
- The designated person will then conduct a full investigation of the complaint and may interview any members of staff or students involved
- A written record will be kept of all meetings and interviews held in relation to the complaint
- The findings and conclusion of any investigation will be provided to the complainant within 10 working days (during term time)

Appeals

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:

- The appeal must be made in writing, stating that you are making an Appeal
- You must lodge your appeal within 10 working days of the date of the School's decision made in accordance with the Formal complaint procedure
- Your appeal should be addressed in confidence to the Chair of Governors and sent to him/her c/o the Bursar. The Bursar will acknowledge receipt of your complaint
- It will be the responsibility of The Chair of Governors to inform the appellant of the final conclusion.

Policy reviewed by: Mrs Natasha Hodes and Head of Centre

Centre Name	The Purcell School
Centre Number	17610
Date Policy First Created	April 2019
Current Policy Approved By	SLT
Date of Next Review	December 2026

Key Staff Involved in the Procedure

Role	Name
Head of Centre	Paul Bambrough
Exams Officer	Natasha Hodes
Senior Leaders	Thomas Burns, Michael Long