Saint John Wall Catholic School

A Catholic School For All

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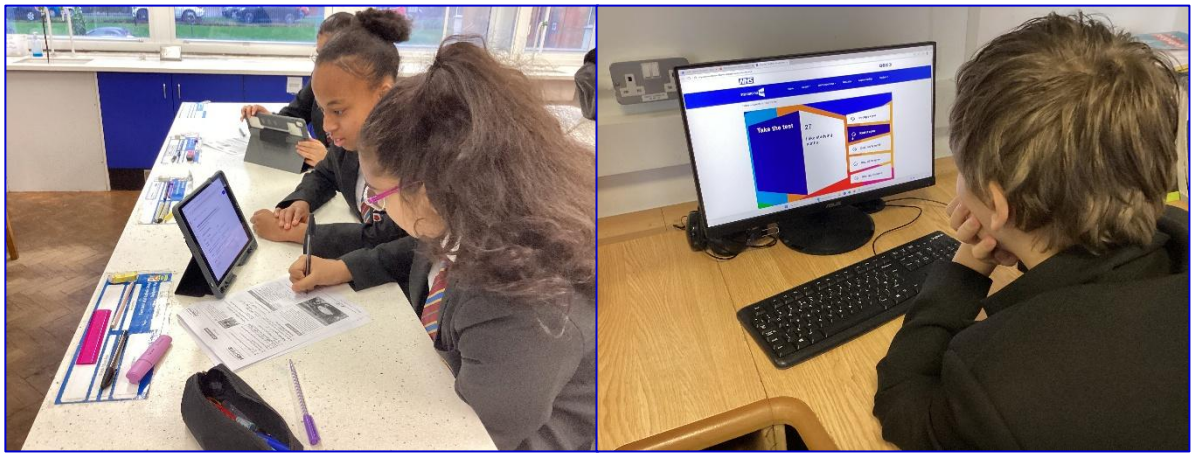
Mission Statement

'To educate each and every unique child in our care to hear and respond to what God calls them to be'



Examinations Complaints & Appeals Procedure Policy JCQ1

'But blessed is the one who trusts in the LORD, whose confidence is in him.
Jeremiah 17:7-8

JUNE Ofsted Good Provider 2023

February Catholic Schools Inspectorate Report 'Good' 2024

Centre Name	Saint John Wall Catholic School
Centre Number	20233
Date procedure first created (dd/mm/yyyy)	Not Applicable
Current procedure reviewed by	EXAMS OFFICE TEAM
Current procedure approved by	EXAMINATIONS AND DATA MANAGER
Date procedure to be next reviewed (dd/mm/yyyy)	13/10/2026

Key staff involved in the procedure

Role	**Name**
Exams Officer	Jessica Holder
Senior Leader(s)	Paul Holden
Head of Centre	Stewart Holder
Other staff (if applicable)	Deputy Headteacher/ Senior Assistant Principal

This procedure is reviewed and updated annually to ensure that the complaints and appeals in relation to examinations at Saint John Wall Catholic School is 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 procedure

The purpose of this procedure is to confirm the arrangements for complaints and appeals in relation to examinations at Saint John Wall Catholic School and confirms compliance with JCQ's **General Regulations for Approved Centres** (section 5.8) in drawing to the attention of candidates and their parents/carers their written complaints and appeals procedure which covers general complaints regarding the centre's delivery or administration of a qualification.

Grounds for complaint

A candidate (or his/her/parent/carer) at Saint John Wall Catholic 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
- 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**
- This will apply except in exceptional circumstances e.g. Covid pandemic where separate procedures may apply
- 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 additional grounds for complaint relating to teaching and learning:
  N/A

Access Arrangements

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding their 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 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 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

Additional grounds for complaint relating to access arrangements:
N/A

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: N/A

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 outcome of a special consideration application.

Additional grounds for complaint relating to the conducting of examinations:
N/A

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 applied for the wrong post-results service/for the wrong examination paper 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:

N/A

Complaints and Appeals Procedure

If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, Saint John Wall Catholic School encourages an informal resolution in the first instance. This can be undertaken by Raise the Concern with Examinations Officer/Support Staff Senior Leader initially who will inform 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 School Website - Complaints Policy. Formal complaints will be logged and acknowledged within 7.

To make a formal complaint, candidates (or parents/carers) must complete and return form.

How a formal complaint is investigated

The Head of Centre will investigate or will appoint a senior member of staff to do so and report to HOC The findings and conclusion of any investigation will be provided to the complainant within 10 working days.

Appeals

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted.
Appeals will be logged and acknowledged within 7 working days.
It will be the responsibility of the Examinations Officer/Support Staff Senior Leader to inform the appellant of the final conclusion. Additional details on the appeals process:
N/A

Ratified by Governors: 12/10/2026
Next Review Due: 12/10/2027
(This policy will remain in force beyond the review date if no updates are required)