

Complaints Policy (Exams)



Saffron Valley Collegiate

To be reviewed: January 2025

Mission Statement

The Saffron Valley Collegiate seeks to provide a personalised educational experience that identifies and responds to the circumstances and needs of each individual child or young person. In doing so it enables them to progress academically and become successful learners through the re-engagement of the young person with education.

EQUALITIES STATEMENT:

All who work within Saffron Valley Collegiate and its component provisions are committed to the celebration of diversity, and the challenging of disadvantage and discrimination, in all its forms.

These values are explicit to the ethos of the Saffron Valley Collegiate and implicit in all policies and practice

Malpractice Policy (Exams)

Centre Name	Saffron Valley Collegiate
Centre Number	14353
Date policy first created	12/01/2024
Current policy approved by	Management Committee
Current policy reviewed by	Stephanie Walters, Examination Officer

Key staff involved in the policy

Role	Name
Head of Centre	Gillian LaRocque
Senior leader(s)	Astrid Searle and Gareth Denton
Exams officer	Stephanie Walters
Other staff (if applicable)	Head of Provision and Assistant Head of Provision

This procedure is reviewed and updated annually to ensure that the complaints at Saffron Valley Collegiate 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

The purpose of this policy is to confirm the arrangements for complaints at Saffron Valley Collegiate 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 and appeals procedure which covers general complaints regarding the centre's delivery or administration of a qualification.

Grounds for complaint

A candidate (or their parent/carer) at Saffron Valley Collegiate may make a complaint on the grounds below (This is not an exhaustive list). **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 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 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 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

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

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**)
- 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

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, Saffron Valley Collegiate encourages an informal resolution in the first instance. This can be undertaken by raising the concern in person, telephone, writing or email to the Head of Centre via Stephanie Walters, Examination Officer
stephanie.walters@saffronvalleycollegiate.co.uk

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 Chair of the Management Committee, David Johnston. Formal complaints will be logged and acknowledged. You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

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

Private and Confidential

Chair of the Management Committee - David Johnston
c/o PA to the Senior Leadership Team – Stephanie Walters
Saffron Valley Collegiate Key Stage 4 South, 279 High Street, Croydon CR0 1QH

How a formal complaint is investigated

Please see Saffron Valley Collegiate Complaints Procedure.

Internal appeals procedure

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted. Details will be given in the outcome of the initial complaint.

It will be the responsibility of Gillian LaRocque, Head of Centre to inform the appellant of the final conclusion in accordance with the internal appeals procedure.

Changes 2023/24

(Changed) All references to complaints and appeals procedure (To) complaints policy

(Changed) Heading - **Complaints and appeals procedure** (To) **Raising a concern/complaint**

(Changed) Sub-heading - **Appeals** (To) Heading - **Internal appeals procedure** and updated the process