



Complaints and Appeals Procedure (Exams)

OWNED BY	Student Journey Manager/Exams Officer
DATE OF LAST REVIEW	September 2023
PLANNED NEXT REVIEW	August 2025
APPROVAL	SLT

Key staff involved in the complaints and appeals procedure

Role	Name(s)
Head of centre	Matt Reynolds
SLT members	Karen Fraser, Matt Couzens, Richard Stonebridge
Exams officer	Neil Owen
Quality Systems Officer	Bev Parker

Purpose of the procedure

This procedure confirms Cirencester 6th Form College compliance with JCQ's *General Regulations for Approved Centres 2017-2018, section 5.7* that the centre has in place "...a written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification."

Grounds for complaint

A candidate (or his/her/parent/carer) 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 exam 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*
- ▶ Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body

- ▶ Candidate not informed of his/her centre assessed marks 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 centre assessed marks

Access arrangements

- ▶ Candidate not assessed by the centre's appointed assessor
- ▶ Candidate not involved in decisions made regarding his/her access arrangements
- ▶ Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed Data Protection Notice)
- ▶ Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
- ▶ Exam information not appropriately adapted for a disabled candidate to access it
- ▶ Adapted equipment put in place failed during exam/assessment
- ▶ Approved access arrangement(s) not put in place at the time of an exam/assessment
- ▶ Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment

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 exam/assessment
- ▶ Candidate entered for a wrong exam/assessment
- ▶ Candidate entered for a wrong tier of entry

Conducting examinations

- ▶ Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place
- ▶ Room in which exam held did not provide candidate with appropriate conditions for taking the exam
- ▶ Inadequate invigilation in exam room
- ▶ Failure to conduct exam according to the regulations
- ▶ Online system failed during (online) exam/assessment
- ▶ Disruption during exam/assessment
- ▶ Alleged, suspected or actual malpractice incident not investigated/reported
- ▶ Eligible application for special consideration for a candidate not submitted/not submitted to timescale
- ▶ Failure to inform/update candidate on the outcome of a special consideration application

Results and Post-results

- ▶ Before exams, candidate not made aware of the arrangements for post-results services and the accessibility 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 decision on the submission of an 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 check, a review of marking, a review of moderation or an appeal (complainant to refer via Libby Reed to the centre's *internal appeals procedure*)
- ▶ Centre applied for the wrong post-results service/for the wrong exam paper for a candidate
- ▶ Centre missed awarding body deadline to apply for a post-results service
- ▶ Centre applied for a post-results service for candidate without gaining required candidate consent/permission

Complaints and appeals procedure

If a candidate (or his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, Cirencester 6th Form College encourages him/her to try to resolve this informally in the first instance and in confidence, talk to the person most directly concerned:

Personal Tutor
Course Lecturer
Adult Learning Advisor
Pastoral Manager
Head of School

A concern or complaint should be made in person, by telephone or in writing.

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

How to make a formal complaint

- ▶ Contact: Quality Officer

Quality.officer@cirencester.ac.uk
Fosse Way Campus
Stroud Road
Cirencester
GL7 1XA

- ▶ A complaint should be submitted in writing.
- ▶ All complaints are logged and maintained by the Quality Systems Officer.

How a formal complaint is investigated

The Quality Officer will refer your concern/complaint to the person responsible for the college area involved. In the case of course related issues or tutorial support, this is likely to be the department, Head of School, or Pastoral Manager. In the case of customer cross college services, the Vice Principal Student Experience and External Relations or their nominee, will investigate and respond to your concerns.

All concerns/complaints will be monitored and recorded confidentially. You should receive an acknowledgement of any written complaint within five working days and a response within twenty working days.

We advise:

You keep a record of relevant dates and discussions and copies of any documents.

Not to give up, if you are not happy with the initial response you receive, persist.

Appeals

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted.

- ▶ Any appeal must be submitted in writing.
- ▶ The appeal will be referred to the Chair of Governors Cirencester 6th Form College (or a special Committee of the Governing body) for consideration.
- ▶ The Chair of Governors (or Committee) will inform the appellant of the final conclusion in due course

Monitoring of this Policy

The Vice Principal Curriculum Pastoral and Quality Assurance will oversee the quality assurance of the complaint responses and you may receive a follow up call from our Quality Systems Officer to ascertain further information on your complaint and whether it was dealt with satisfactorily.

An annual report on customer feedback is presented to the Senior Leadership Team and the College Board of Governors as part of our quality assurance process.

Data Protection

When managing a student's personal data information it will be collected in accordance with the College's data protection policy. Data collected is held securely and accessed by, and disclosed to, individuals only for the purposes of information relating to this policy. Inappropriate access or disclosure of student data constitutes a data breach and should be reported in accordance with the organisation's data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under the College's disciplinary procedure.

Equality

As with all College Policies and Procedures due care has been taken to ensure that this policy is appropriate to all students regardless of gender, age, race, ethnicity, disability, gender identity ,sexual orientation or religion/faith. The policy will be applied fairly and consistently whilst upholding the College's commitment to providing equality to all.