

# **Complaints & Appeals Procedure (Exams) 2024-25**

For the attention of: All Staff  
Produced by: Group Exams Manager  
Approved by: SLT  
Date of publication: September 2024  
Date of next review: September 2025





## Vision, Purpose & Values

### Our Vision

Our students will be recognised locally & nationally for their positive impact on the communities and industries in which they choose to work.

### Our Purpose

To inspire our students to gain the skills, knowledge and behaviours they need to be resilient and thrive in an ever-changing world.

### Our Values

**Excellence:** A culture of creativity, high expectations, ambition and aspiration

**Respect:** Showing fairness, courtesy and mutual respect to each other and our environment

**Integrity:** Honesty, openness and trust at the heart of College life

**Diversity:** Celebrating diversity and inclusivity as a key to our success

## Contents

Complaints & Appeals Procedure (Exams) 2024-25.....	1
1. Purpose of the Procedure .....	4
2. Grounds for Complaint.....	4
3. Raising a Concern/Complaint .....	6
4. Internal Appeals Procedure.....	7
Appendix A: Complaints and Appeals Log .....	8

## 1. Purpose of the Procedure

This procedure confirms the Windsor Forest Colleges Group (WFCG) 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 our written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification and our internal appeals procedure.

## 2. Grounds for Complaint

A candidate (or their 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
- Candidate not informed of their 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
- Candidate unhappy with internal assessment decision (complainant to refer via Head of Department to the centre's internal appeal procedures)
- 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 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/assistive technology 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
- Candidate unhappy with centre decision relating to access arrangements or special consideration (complainant to refer via Head of Department 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 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 (on-screen) 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 accepted/rejected outcome of a special consideration application if provided by awarding body

### **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 a 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 via Head of Department 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 candidate without gaining required candidate consent/permission

## **3. 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 they are following, Windsor Forest Colleges Group encourages the candidate to try to resolve this informally in the first instance. 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 their parent/carer) is then at liberty to make a formal complaint.

### **How to make a formal complaint**

A formal complaint should be submitted in writing to [Exams@windsor-forest.ac.uk](mailto:Exams@windsor-forest.ac.uk) or via WFCG's formal complaints process [https://www.windsor-forest.ac.uk/app/uploads/2022/11/Complaint\\_Form\\_May\\_21.pdf](https://www.windsor-forest.ac.uk/app/uploads/2022/11/Complaint_Form_May_21.pdf)

#### How a formal complaint is investigated

- Academic complaints will be sent to the appropriate Head of Department or Curriculum Director in the first instance
- Exams maladministration complaints will be sent to the Group Exams Manager
- Complaints received will be logged by the centre and acknowledged within 5 working days
- In the event it takes longer than 10 days, the complainant will be kept informed

## 4. Internal Appeals Procedure

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 to [info@windsor-forest.ac.uk](mailto:info@windsor-forest.ac.uk)
- Forms received will be logged by the centre (Appendix A) and acknowledged within 5 working days
- The appeal will be referred to the Head of Centre or delegated Principal both FE and SF for consideration
- The delegated Principal will inform the appellant of the final conclusion in due course

## Appendix A: Complaints and Appeals Log

On receipt, all complaints/appeals are logged. Outcome and outcome data is also recorded

Complaints form	FOR CENTRE USE ONLY	
	Date received	
Please tick box to indicate the nature of your complaint	Reference No.	
<input type="checkbox"/> Complaint against the centre's delivery of a qualification <input type="checkbox"/> Complaint against the centre's administration of a qualification		
Name of complainant		
Candidate name (if different to complainant)		
<p>Please state the grounds for your complaint below:</p>                      <p>If your grounds are lengthy, please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say</p> <p>If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed</p>		
Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s)		
Complainant signature:	Date of signature:	

This form must be completed in full – an incomplete form will be returned to the complainant