

Exams - Complaints Policy

This Policy was ratified by the Board of Directors on :	Spring 2024
This Policy will be reviewed by the GLC Board on :	Spring 2025

GLC Mission Statement

The GLC's mission is to develop active and thriving citizens within a diverse, truly fair and equal community.

This will be achieved through:

- High quality teaching that deliberately develops competencies of curiosity, creativity, communication and critical-thinking;
- An inspiring and meaningful curriculum;
- The development of productive relationships by instilling the values of compassion, resilience, responsibility and aspiration to prepare our young people for learning and life;
- A commitment to the wellbeing of our staff;
- A culture of professional generosity, collaboration, challenge and support throughout the GLC;
- The development of effective external partnerships for the benefit and wellbeing of our community.

The Gateway Learning Community Trust comprises the Gateway Academy, Herringham Primary Academy, Lansdowne Primary Academy, the Gateway Primary Free School and Tilbury Pioneer Academy. For the purposes of this document each will be referred to as an 'Academy'.

Equalities Statement

The GLC's commitment to equality is enshrined in our mission statement to develop 'active and thriving citizens within a diverse, truly fair and equal community'.

We are a vibrant, innovative and successful organisation: we work hard to be the place of choice to work and to learn. Across the 5 academies of the GLC, we pledge that everyone enjoys an equality of opportunity. We work tirelessly to ensure that individual characteristics including age, ethnicity, socio-economic background, academic ability, disability, gender, religious beliefs, sexual orientation are not discriminated against in any way. We create inclusive environments characterised by mutual respect where difference is celebrated.

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Purpose of the policy

This policy confirms The Gateway Academy 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 policy 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
- 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
- Candidate unhappy with internal assessment decision
- 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 his/her 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
- 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
- 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

Raising a concern/complaint

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, The Gateway Academy encourages him/her to try to resolve this informally in the first instance. The complainant should raise their complaint as soon as possible with the relevant member of staff either in person or by letter, telephone or email.

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

- A formal complaint should be submitted in writing by completing a GLC Formal Complaints form giving as much detail as possible as well as a suggested outcome to the complaint.
- Forms are available on the GLC website in Complaints Policy
- A formal complaint in writing will be acknowledged by telephone on the date of receipt if practicable or in writing within three working days. A letter of acknowledgement will state the action being taken and the likely time scale.

How a formal complaint is investigated

If the informal route has not satisfactorily resolved the complaint, the complainant should complete the GLC Formal Complaints form giving as much detail as possible as well as a suggested outcome to the complaint.

Designated Officer: On receipt of a formal complaint form, a GLC governor will be assigned as the Designated Officer to investigate the complaint and to reach a judgment.

The designated officer will be:

- Responsible for investigating and resolving the complaint.
- The first point of contact while the matter remains unresolved.
- Co-ordinate the complaint procedures in their GLC Academy.
- Monitor the storage and confidentiality of records in relation to the complaint.
- Responsible for reporting to the GLC Board, as appropriate.

The findings and conclusion will be provided to the complainant within 2 working weeks

Internal appeals procedure

If the Designated Officer is not able to resolve the situation to the satisfaction of the complainant, the complainant will have the right of appeal to a panel of three GLC Board members/governors. The judgment of the Panel will be final.

To ensure a fair process, the GLC will:

- Allow the complainant to attend to put their case and to be accompanied if they wish [although the details of this accompanying person must be provided in advance of the meeting];
- Ensure that at least one member of the panel is independent of the management of a GLC Academy.
- Form a panel [of three members] all of whom cannot have been directly involved in the matters detailed in the complaint.
- Include, on the panel, a suitably independent individual who can fulfil the role and responsibility of being the independent member.
- Provide at least five working-days' notice of panel hearing and will consider an alternate date for the hearing if the initial date inconvenient for the complainant.
- At the Appeal Panel meeting, the complainant and representatives from the GLC academy, as appropriate, will be present. Each will have an opportunity to set out written or oral submissions prior to the meeting.
- At the meeting, each individual will have the opportunity to give statements and present their evidence, and witnesses will be called as appropriate to present their evidence.
- The Panel, the complainant and the Academy representative will be given the chance to ask and reply to questions. Once the complainant and academy representatives have completed presenting their cases, they will be asked to leave and evidence will then be considered.
- The Panel must then put together its findings and recommendations from the case

After the panel hearing, the GLC will:

- Provide a copy of the findings and recommendations to the complainant and where relevant, the person complained about.
- Make a copy of the findings and recommendations available for inspection by the GLC Board.

FORMAL COMPLAINTS FORM	
This form should be made available on request to any person who wishes to make a formal complaint. It should be addressed to the Head of Academy [or the CEO as appropriate].	
1. What is the nature of the complaint? (Please tick) <input type="checkbox"/> Staff Conduct: <input type="checkbox"/> Parental Conduct: <input type="checkbox"/> Teaching Standards : <input type="checkbox"/> Pastoral Care: <input type="checkbox"/> Condition of Premises: <input type="checkbox"/> Time Tabling: <input type="checkbox"/> Matters of Regime and Routine: <input type="checkbox"/> Access to or Regulation of Extra Curricular Activities: <input type="checkbox"/> Other (please give details):	
2. Please give details of your complaint: Date/s of Incident: Time/s:	
3. If you are complaining about someone’s behaviour please give the names of any witnesses to the incident/s:	
4. What actions, if any, have you taken to try and resolve your complaint. (Who did you speak to and what was the response)?	
5. Please indicate the outcome you are seeking.	
Name:	Contact Details:
Signed:	Date: