

# Complaints & Appeals Procedure (Exams) 2023-24

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## 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

# Complaints & Appeals Procedure (Exams) 2022-23

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## 1. Purpose of the Procedure

This procedure confirms the Windsor Forest Colleges Group's (WFCG) compliance with JCQ's **General Regulations for Approved Centres** (section 5.8) that the centre will draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification.

This procedure is reviewed annually to ensure compliance with current regulations.

## 2. Grounds for Complaint

A candidate (or his/her/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
- The marking of an internal assessment (centre assessed work), which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body
- 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 (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 his/her/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. Complaints and Appeals Procedure

If a candidate (or his/her/their parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she/they is following, WFCG encourages him/her/them 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 his/her/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

## 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 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

Student ID	Date received	Complaint or Appeal	Outcome	Outcome date