



COMPLAINTS POLICY

Policy Monitoring, Evaluation and Review

The policy will be promoted and implemented throughout the academy. The Principal, along with the Executive Principal will take a key role in monitoring and evaluating the policy. The policy along with other academy policies will be available on the academy website. The Academy Council will review the policy annually and assess its implementation and effectiveness.

Version:	1.1
Date created:	September 2024
Author:	Exams Manager
Ratified by:	Principal
Date ratified:	October 2025
Review date:	October 2026

Revision History:

Version:	Date:	Author:	Summary of changes:
1.0	September 2024	Exams Manager	New policy
1.1	October 2025	Vice Principal	Additions to the list of key staff involved

Key staff involved in the policy

Key staff involved in the policy- Senior leader(s) Role	Name(s)
Head of Centre	Rita Hindocha
Principal	Rita Hindocha
Vice Principal, Curriculum and Assessment	Gemma Bartlett
Assistant Principal, Behaviour	Holly Walker
Assistant Principal, Safeguarding and Attendance	Siobhan Evans
Academy Manager	Sajeda Macadam
Assistant Principal, Teaching and Learning	Daniel Hardy
Assistant Principal, Personal Development	Jade Morgan
ALS Lead/SENCo	Monal Pancholi
Exams Manager	Saima Shah
Assistant Principal, Achievement and Inclusion	Adam Glover
Assistant SENDCo (Level 7 Qualified Assessor)	Sabeeqa Zamir

This policy is reviewed and updated annually on the publication of updated JCQ regulations.

References in this policy to AA and ICE relate to/are directly taken from the JCQ publications Access Arrangements and Reasonable Adjustments and Instructions for conducting examinations.

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Purpose of the procedure

The purpose of this policy is to confirm the arrangements for complaints at Brook Mead Academy 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) 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 their centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of their 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 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 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 (complainant to refer via SENCo 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 candidates 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 Exams Officer 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

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, Brook Mead Academy encourages the candidate to try to resolve this informally in the first instance by contacting the Head of Centre with any concerns or issues in person or in writing.

If a 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

- A formal complaint should be submitted in writing – either by email or letter – to the Head of Centre.
- A complaint should include relevant details such as dates, names etc. and provide any evidence in support of the complaint. Details should also be given of any steps already taken to resolve the issue.

- Forms received will be logged by the centre and acknowledged within 5 calendar days.
- All documentation relating to the submission of a formal complaint is available from and should be returned to the main office or the exams manager.
- Completed forms should be returned to the main office for the attention of the Head of Centre

How a formal complaint is investigated.

- The Head of Centre will further investigate or appoint a member of the senior leadership team (who is not involved in the grounds for complaint and has no personal interest in the outcome) to investigate the complaint and report on the findings and conclusion.
- The findings and conclusion will be provided to the complainant within 2 working weeks.

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 again and will be acknowledged within 5 calendar days.
- An appeal should identify the centres failure to follow procedures as set out in the relevant policy and/or issues in teaching and learning which have impacted on the candidate.
- The appeal will be referred to the Senior Leadership Team
- The SLT will inform the complainant of the final conclusion in due course.

Centre-specific changes

Upon review in October 2025, no centre-specific updates or changes were applicable to this document.

Complaints and Appeals form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick box to indicate the nature of your complaint/appeal

- Complaint/appeal against the centre's delivery of a qualification
- Complaint/appeal against the centre's administration of a qualification

Name of complainant/appellant	
Candidate name (if different to complainant/appellant)	

Please state the grounds for your complaint/appeal below:

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

Your appeal should identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate

If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

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/appellant signature:

Date of signature:

This form must be completed in full - an incomplete form will be returned to the complainant/appellant

