



## Examinations Procedure Covering Internal Appeals and General Complaints

Originator	Reviewed by	Date of Review	Approved by	Date of Approval	Next Review Date	Website
ALA/MNA	CLES	14/03/2022	Board	28/03/2022	July 2023	Yes

### *“Excellence Every Day”*

#### **Our Mission**

Our mission is to make sure that all our students, regardless of their circumstances, discover their personal best and thrive academically, individually and socially.

We are relentless in driving high expectations and make no apology for ensuring high standards across the school. We will continually ensure every student achieves excellent results, with high-quality teaching and a first-class curriculum, underpinned by outstanding cultural capital experiences and exceptional pastoral care.

#### **Values**

- Excellence**
- We strive for greatness in everything we set our minds to. We endeavour to do our very best and excel in all aspects of school life.
- Respect**
- We treat others in our diverse, inclusive community as we wish to be treated. We acknowledge individual differences yet join together in an uncompromising respect for each other.
- Responsibility**
- We understand that we own our actions. We work hard to understand our emotions and manage them effectively, whilst ensuring we put any mistakes right.
- Resilience**
- When we encounter challenges, we persevere and bounce back. We see setbacks as stepping stones to success and always give 100%.
- Ambition**
- Our ambition knows no limits. We will push ourselves to be the best version of ourselves to ensure success.

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## Purpose of the procedure

This procedure confirms The John of Gaunt School's compliance with JQC's General Regulations for Approved Centres (GR) (5.8e) 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'

and

*" have in place and be available for inspection purposes, a **written internal appeals procedure** relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates" (GR 5.7 f);*

This also includes the need to have in place a "**written internal Appeals Procedure** to manage disputes when a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal".(GR 5.13 h)

## Internal Appeals Procedure (Internal assessment decisions)

Certain components of GCSE and GCE qualifications (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments) that contribute to the final grade of the qualification are internally assessed (marked) by the subject teacher. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

**Examples of Awarding Body Deadlines for the submission of marks (Summer exam series) are given below.**

**Please note that Faculties will determine their deadlines for students based on the time they will require in order to mark and internally moderate work and still meet these deadlines. These will vary between courses and may be affected by the dates of the Easter Holiday period, as the Awarding Body deadlines do not change.**

Awarding Body Deadlines	Staff Internal Deadlines	Student Review Deadline	Qualification	Details
7 <sup>th</sup> May	30 <sup>th</sup> April	23 <sup>rd</sup> April	GCSE	<b>AQA &amp; WJEC GCSE's ONLY</b> (Marks may need to be given to students before the Easter break to allow for a review of marks, making the internal deadline very early in some years.)
15 <sup>th</sup> May	9 <sup>th</sup> May	30 <sup>th</sup> April	GCE*	<b><u>This is also the deadline for *GCSE Edexcel and OCR</u></b> (Marks will need to be given to students by 25 <sup>th</sup> April to allow for review of marks)

## Appeals procedure against internally assessed marks (Reviews of Marking)

*<sup>1</sup>The John of Gaunt School is committed to making sure that whenever our staff mark a candidate's work it is done consistently and follows the relevant regulations.*

*A candidates' work will be marked by staff who have been trained. They will have the right knowledge, understanding and skills and if more than one member of staff is needed, they will use that experience to mark the work between them. This means it will be marked fairly and consistently. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.*

*If a candidate believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure. **N.B: an appeal may only be made against the assessment process and not against the mark to be submitted to the awarding body. A review will only focus on the quality of work in meeting the published assessment criteria.***

- 1. The John of Gaunt School will ensure that the candidate is told what their centre assessed mark was. This means that if there is a problem they can then ask for the marks to be reviewed before they are sent to the awarding body. Please note that the work cannot be altered once a mark has been issued.*
- 2. The John of Gaunt School will provide any materials / information to help a candidate decide whether to ask for a review of their marks.*
- 3. The John of Gaunt School will make sure that all necessary materials and information are provided as quickly as possible, (within 2 working days).*
- 4. The John of Gaunt School will give candidates enough time to make a decision using those materials/ information.*
- 5. Requests for reviews of marking **must** be made in writing by completing a written Complaints and Appeals form (within 4 working days after receiving copies of the requested materials). The candidate **MUST** explain the grounds on which they wish to request a review.*
- 6. Providing the candidate has met all internal deadlines, The John of Gaunt School will make sure that there is enough time to review the marks and let the candidate know the final decision before the awarding body's Deadline.*
- 7. The John of Gaunt School will ensure that the people reviewing the marking are trained, but were not involved with marking the work of this candidate originally.*
- 8. The John of Gaunt School will make sure that the person reviewing the marks is consistent in applying the standards set by the school.*
- 9. The candidate will be informed in writing of the outcome of the review of the centre's marking.*

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<sup>1</sup>Above in italics is taken from The John of Gaunt School 'Reviews of marking - centre assessed marks (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments) document produced for students and available on the school website.

*The outcome of the review of the centre's marking will be made known to the head of centre who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.*

*After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. This process may result in a mark change, either upwards or downwards, even after an internal review. This is outside the control of The John of Gaunt School and is not covered by this procedure. (The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is in line with national standards).*

*The mark submitted to the awarding body is subject to change and should therefore be considered provisional.*

*Please note that if candidates fail to meet the internal deadlines set by staff without an extension having been granted by the Awarding Body, there may not be time to complete the above process. On rare occasions, students may be given the option of submitting work after the internal deadline, if they accept that this may make it impossible to appeal their mark by following the process above. This is at the discretion of the subject teacher and will depend on them having enough time to complete the marking and internal standardisation required before grades can be submitted to the Awarding Body.*

*Candidates will need to sign to give their consent for a review to take place and to confirm that they understand the outcome of the review could be that their mark remains unchanged, is raised or is lowered. A mark amended by review will be the one submitted to the Awarding Body.*

*Any candidate who wishes to query their marks or would like to see a copy of the Internal Appeals Procedure, should ask their teacher or the Exams Team based in W2.*

### **Appeals procedure against centre decisions not to support a review of results**

Following the issue of results awarding bodies make post-results services available. The exams team provides full details of these services, internal deadlines for requesting a service and fees charged.

Centre staff or candidates may consider one of the review of results services outlined below if they have a concern and believe that a result may not be accurate: -

#### **Reviews of Results (RoRs):**

- Service 1 (Clerical re-check)  
This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 (Review of marking)
- Priority Service 2 (Review of marking)

This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)

- Service 3 (Review of moderation) **This service is not available to an individual candidate.**

#### **Access to Scripts (ATS):**

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

Where a concern is expressed that a particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the centre supports any concerns.

For written components that contribute to the final result, the centre will advise the candidate of the available ROR services and suggest the most appropriate next steps.

Where possible, the candidate will be advised to request a priority copy of their exam script to enable staff to consider whether the agreed markscheme has been applied correctly or whether there appear to be any errors in the marking. This will inform any decision about whether to request any further services. Candidate consent is required before a script can be accessed.

The written consent of the candidate is required to confirm that they understand that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded. Candidate consent must only be collected after the publication of results.

For any moderated components, the Centre will :

- Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation
- Consult the moderator's report/feedback to identify any issues raised
- Determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
- Determine if there are any grounds to submit a request for a review of moderation for the work of all candidates in the original sample
- As a review of moderation can impact the grades of all students, a review of moderation must be considered very carefully and will require consent from any candidates who may be affected by the outcome.

The candidate will pay the cost of RoRs, unless specifically requested by DL's/SLT

In deciding whether to support a review of results, the centre will take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. Awarding bodies can only enter into discussions over reviews of results with centres and private candidates, so any enquiries must be referred to the centre.

If the centre refuses to process a review and the candidate believes there are grounds to appeal this decision, an appeal can be submitted to the centre using the internal appeals form at least one week prior to the internal deadline for submitting a RoR.

This will be reviewed by the Head of Centre, who will consider all of the available evidence, liaise with other Senior staff and respond to the appellant with a final decision prior to the Awarding Body deadline for submitting a ROR.

### **Appeals procedure following the outcome of a review of results**

Where the head of centre remains dissatisfied after receiving the outcome of a RoR, an appeal will be made to the awarding body, following the guidance in the JCQ publications Post-results services <http://www.jcq.org.uk/exams-office/post-results-services> and a guide to the awarding bodies' appeals processes <http://www.jcq.org.uk/exams-office/appeals>

Where the head of centre is satisfied after receiving the outcome of a RoR, but the internal candidate and/or their parent/carer is not satisfied, they may make a further representation to the head of centre. Following this, the head of centre's decision as to whether to proceed with an appeal will be based upon the centre's internal appeals arrangements. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The internal appeals form should be completed and submitted to the centre within 10 calendar days of the notification of the outcome of the review. Subject to the head of centre's decision, this will allow the centre to process the appeal and submit to the awarding body within the required 14 calendar days. The appellant on submission of the internal appeals form must pay awarding body fees, which are charged for the appeal. If the awarding body upholds the appeal, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

### **Complaints and Appeals Procedure (General complaints)**

#### **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)
- 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

## Access arrangements

- Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
- 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

## Conducting examinations

- Room in which exam held did not provide candidate with appropriate conditions for taking the exam
- Failure to conduct exam according to the regulations
- 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.



## 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 (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 to the centre's *internal appeals procedure* above)
- 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, The John of Gaunt School encourages him/her to try to resolve this informally in the first instance. A concern or complaint should be made in person, by telephone or in writing to the head of centre.

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 **complaints and appeals form**
- Forms are available from the school website or the Examinations Team
- Completed forms should be returned to the Examinations Team
- Forms received will be logged by the centre and acknowledged within 7 calendar days if made in term-time. Please note that it may take longer to acknowledge forms if received during periods of school closure.

### 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 4 working weeks.

## 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 by again completing a **complaints and appeals form**
- Forms received during term time will be logged by the centre and acknowledged within 7 calendar days. Please note that it may take longer to acknowledge appeals if received during periods of school closure.
- The appeal will be referred to the Chair of Governors (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.

## Appendix 1 - Complaints and appeals Form

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

- Complaint/appeal against the centre’s administration of a qualification
  
- Complaint/appeal against an internal assessment decision/and or request for a review of marking.

*(By signing, I am confirming I understand the purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body’s specification and subject-specific associated documents. I also understand the appeal may only be made against the assessment process not against the mark to be submitted by the centre for moderation by the awarding body. I understand that one possible outcome of the review is that my final mark is lower than that originally issued and that I cannot revert to my original mark in that instance.)*

- Complaint/appeal against the centre’s decision not to support a clerical check, a review of marking, a review of moderation or an appeal.

*(By signing, I am confirming I feel there are grounds to appeal against the centre’s decision.)*

- Appeal against the outcome of a review of results.

*(By signing, I am confirming I understand that the grounds for my appeal must relate to the awarding body’s procedures or the application of the post-result service procedures. I also understand that appeals do not generally involve further reviews of marking candidates’ work. I also confirm that I will pay in advance any fees, which may be charged by the awarding body for the appeal. I understand this fee will be refunded if the appeal is upheld.)*

<b>Signature</b>	<b>Date of Signature</b>
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<b>FOR CENTRE USE ONLY</b>	
Date received	
Reference No.	



### Appendix 3 – Complaints/Appeals Log

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

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<sup>i</sup> JCQ's General Regulations for Approved Centres. [https://www.icq.org.uk/wp-content/uploads/2022/01/Gen\\_regs\\_approved\\_centres\\_21-22\\_FINAL.pdf](https://www.icq.org.uk/wp-content/uploads/2022/01/Gen_regs_approved_centres_21-22_FINAL.pdf)