

## NORTHAMPTON SCHOOL FOR GIRLS

### Procedures

<b>Title:</b>	Complaints procedure (exams)
<b>Associated Policies and Procedures:</b>	Access Arrangements Procedure Complaints Policy
<b>Head of Centre</b>	Cristina Taboada-Naya
<b>Senior leader(s)</b>	Abigail Boddy (Deputy Headteacher) Abigail Bell (Assistant Headteacher)
<b>Exams officer</b>	Jenny Legg
<b>SENCo (or equivalent role)</b>	Julia Smallman
<b>1</b>	<b>Purpose of the procedure</b>
	The purpose of this procedure is to confirm the arrangements for complaints at Northampton School for Girls and confirms compliance with JCQ's <b>General Regulations for Approved Centres</b> (5.3, 5.8) in drawing to the attention of candidates and their parents/carers our written complaints procedures, which covers general complaints regarding the Centre's delivery or administration of a qualification and our internal appeals procedure.
<b>2.</b>	<b>Grounds for a complaint</b>
	<p>A candidate (or their/parent/carer) at Northampton School for Girls may make a complaint on the following grounds. Please note this is not an exhaustive list:</p> <p><b>Teaching and Learning</b></p> <ul style="list-style-type: none"> <li>• Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis.</li> <li>• Teacher lacking knowledge of new specification/incorrect core content studied/taught.</li> <li>• Core content not adequately covered.</li> <li>• Inadequate feedback for a candidate following assessment(s).</li> <li>• Pre-release/advance material/set task issued by the Awarding Body not provided on time to an examination candidate.</li> <li>• The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions.</li> <li>• Candidate not informed of their Centre assessed mark prior to marks being submitted to the Awarding Body.</li> <li>• Candidate not informed of their Centre assessed mark in sufficient time to request/appeal a review of marking prior to marks being submitted to the Awarding Body.</li> <li>• Candidate not given sufficient time to review materials to make a decision whether to request a review of the Centre assessed mark.</li> <li>• Candidate unhappy with internal assessment decision (complainant to refer to the Centre's <b>internal appeals procedure</b>).</li> <li>• Centre failing to adhere to its internal appeals procedure.</li> </ul>

### **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 not consenting 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 arrangement(s) in place and the subjects or components of subjects where the arrangement(s) would not apply
- Examination information not appropriately adapted for a student with additional needs to be able to access it.
- Adapted equipment/assistive technology put in place failing during examination/assessment.
- Approved access arrangement(s) not put in place at the time of an examination/assessment.
- Appropriate arrangement(s) not put in place at the time of an examination/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 to the Centre's **internal appeals procedure**).
- Centre failing 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 examination/assessment.
- Candidate entered for a wrong examination/assessment.
- Candidate entered for a wrong tier of entry.

### **Conducting examinations**

- Failure to adequately brief candidate/s on examination timetable/regulations prior to examination/assessment taking place.
- Room in which assessment held not providing candidate with appropriate conditions for taking the examination.
- Inadequate invigilation in examination room.
- Failure to conduct the examination according to the regulations.
- Online system failure during (on-screen) examination/assessment.
- Disruption during the examination/assessment.
- Alleged, suspected or actual malpractice incident not investigated/reported.
- 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 examinations, candidate not made aware of the arrangements for post-results services, and the availability 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 a decision on the submission of a results 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 to the Centre's **internal appeals procedure**).
- Centre failing to adhere to its internal appeals procedure.
- Centre applying for the wrong post-results service/for the wrong script for a candidate.
- Centre missing Awarding Body deadline to apply for a post-results service.
- Centre applying for a post-results service for a candidate without gaining required candidate consent/permission.

**3. Raising a concern/complaint (exams)**

If a candidate (or parent/carer) has a general concern or complaint about the Centre's delivery or administration of a qualification, Northampton School for Girls encourages an informal resolution in the first instance.

This can be undertaken by:

- Following the School's Complaints Policy, which can be found on the school website as follows:

<https://www.nsg.northants.sch.uk/school-policies>

The Complaints Policy outlines the details of how a complaint will be managed, including the escalation process in the event that the concern/complaint is not resolved informally.

**How to make a formal complaint**

All documentation relating to the submission of a formal complaint is available on the Northampton School for Girls website in the Policy Section (See link above). Information is also available from the Governance Professional (Clerk) at: [clerk@nsg.northants.sch.uk](mailto:clerk@nsg.northants.sch.uk):

- Specific timeframes for dealing with concerns and complaints are detailed in the Complaints Policy.
- To make a formal complaint, candidates (or parents/carers) must utilise Northampton School for Girls' published Complaints Policy and follow the procedure therein.

**How a formal complaint is investigated**

In accordance with Northampton School for Girl's Complaints Policy, 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 fully and report on the findings and conclusion.

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	<p>The findings and conclusion of any investigation will be provided to the complainant within:</p> <ul style="list-style-type: none"><li>• This timeframe is outlined and explained in the school Complaints Policy.</li></ul>
<b>4.</b>	<b>Internal appeals procedure</b>
	<p>Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted.</p> <p>To submit an appeal, candidates (or parents/carers) must:</p> <ul style="list-style-type: none"><li>• follow the Centre's internal appeals procedure and complete and return an internal appeals form Appeals</li></ul> <p>will be logged and acknowledged within:</p> <ul style="list-style-type: none"><li>• 5 working days</li></ul> <p>The appeal will be referred to:</p> <ul style="list-style-type: none"><li>• the Head of Centre or allocated member of the senior team</li></ul> <p>It will be the responsibility of Exams Officer to inform the appellant of the final conclusion in accordance with the internal appeals procedure.</p>
<b>5.</b>	<b>Monitoring and Review</b>
	<p>This procedure is reviewed and updated annually to ensure that any complaints at Northampton School for Girls are managed in accordance with current requirements and regulations.</p>