Complaints Policy Examinations

Approved……

Date: September 2026

Date for Review : September 2027

Key Staff

Head of Centre – Mr Simon Gilbert-Barnham
SLT – Mr Dave Richards
Examinations Officer – Mrs Leeanne Abbotts-freeman

Purpose of the procedure

This policy confirms Ormiston Venture Academy compliance with JCQ's *General Regulations for Approved Centres 2025-2026, section 5.3, 5.8* that the centre has in place *a written complaints policy which will be drawn to the attention of parents/carers of the candidates 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 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 Mrs Abbotts-Freeman and Mr Richards as per internals 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 their access arrangements
- Candidate was not informed that an application for the access arrangements was to be processed using access arrangements online, complying with the UK GDPR and the Data Protection Act 2018
- 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 to Mrs Abbotts-Freeman and Mr Richards to the centres 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

- Prior to the issur of results, 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.
- 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 Mrs Abbotts-Freeman and Mr Richards 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 paper 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 their parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification they are following, Ormiston Venture Academy encourages the candidate to try to resolve this informally in the first instance. Should the complaint not be resolved informally they will be required to write to the Head of Centre in the first instance.

If a complaint fails to be resolved informally the candidate (or their parent/carer) is then at liberty to make a formal complaint.

How to make a formal complaint

- Ormiston Venture Academy requires a formal complaint to be made in writing to the Head of Centre.
- A complaint should be submitted to the Head of Centre completing the complaint form.
- Forms are available from Mrs Abbotts-Freeman
- The Head of centre will appoint a senior member of staff, ie. An Assistant Principal or Vice Principal, to conduct the investigation.
- The appellant will be informed in writing of the outcome of the appeal, including any correspondence with the awarding body.
- A written record will be kept and made available to the awarding body upon request. Should the appeal bring any irregularity in procedures to light, the awarding body will be informed.

How a formal complaint is investigated

- The Head of Centre Mr S Gilbert Barnham will further investigate alongside a member of the senior leadership team who is not involved in the grounds for the complaint and has no personal interest in the outcome.
- The head of centre will report the findings and conclusion.
- The findings and conclusion will be provided to the complainant within two working weeks.

Internal Appeals Procedure

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted.

- Ormiston Venture Academy requires appeals to be made as soon as possible.
- Any appeal must be submitted by writing to The Head of centre.
- Letters received will be logged by the centre and acknowledged within 5 calendar days.
- The appeal will be referred Chair of Governors for consideration

The Chair of Governors will inform the appellant of the final conclusion in due course.

Complaints form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick box to indicate the nature of your complaint

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

Name of complainant	
Candidate name if different to complainant	

Please state the grounds for your complaint 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

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 signature: Date of signature:

Complaints log

Ormiston Venture Academy requires a formal complaint to be made in writing to the Head of Centre On receipt, all complaints are assigned a reference number and logged. Outcome and outcome date is also recorded.

Ref No.	Date received	Complaint	Outcome	Outcome date