

Exam Complaints Policy

Holland Park School

Exam Complaints Policy

Centre name	Holland Park School
Centre number	10132
Date policy first created	02/10/2024
Current policy approved by	TBC
Current policy reviewed by	Olivia Hill
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Date of next review	10/09/2026

Key staff involved in the policy

Role	Name
Head of centre	Dame Sally Coates
Senior leader(s)	Olivia Hill - Exams Officer Faye Mulholland- Deputy Head of Centre
Exams officer	Olivia Hill
Other staff (if applicable)	Sahar Heydariyan - Deputy Exams Officer

This policy is reviewed and updated annually to ensure that any complaints at Holland Park School are managed in accordance with current requirements and regulations.

Purpose of the policy

The purpose of this policy is to confirm the arrangements for complaints at Holland Park School and confirms compliance with JCQ's **General Regulations for Approved Centres** (5.3, 5.8) in drawing to the attention of candidates and their parents/carers our written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification and our internal appeals procedure.

Grounds for complaint

A candidate (or their/parent/carer) at Holland Park School may make a complaint on the grounds below (This is not an exhaustive list).

Teaching and Learning

- 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 examination candidate
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- Candidate not informed of their centre-assessed mark prior to marks being submitted to the awarding body
- 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
- Candidate not given sufficient time to review materials to make a decision whether to request a review of the centre-assessed mark
- 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

Additional grounds for complaint relating to teaching and learning:

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 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 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 disabled candidate to access it
- Adapted equipment/assistive technology put in place failed 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 fails to adhere to its internal appeals procedure

Additional grounds for complaint relating to access arrangements:

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

Additional grounds for complaint relating to examination entries:

Conducting examinations

- Failure to adequately brief candidate on examination timetable/regulations prior to examination/assessment taking place
- Room in which assessment held did not provide candidate with appropriate conditions for taking the examination
- Inadequate invigilation in examination room
- Failure to conduct the examination according to the regulations
- Online system failed 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

Additional grounds for complaint relating to the conducting of examinations:

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 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 a candidate without gaining required candidate consent/permission

Additional grounds for complaint relating to results and post-results:

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, Holland Park School encourages an informal resolution in the first instance.

This can be undertaken by:

- contacting Olivia Hill at olivia.hill@hollandparkschool.co.uk

If a concern or 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

All documentation relating to the submission of a formal complaint is available from, and should be returned to:

- the school office, either by email or in writing.

Formal complaints will be logged and acknowledged within:

- 3 working days.

To make a formal complaint, candidates (or parents/carers) must:

- Please use the appendix form connected to the complaints policy available on the school's website.

How a formal complaint is investigated

This may include, but is not limited to:

- obtaining statements from the complainant and those involved with the complaint.
- meeting/speaking with the complainant and those involved in the complaint.
- reviewing relevant correspondence and other documents relating to the complaint

During the investigation, the Principal/Chair (or investigator) will keep a written record of any meetings/interviews in relation to their investigation.

The findings and conclusion of any investigation will be provided to the complainant within:

- At the conclusion of their investigation, the Principal/Chair will provide a formal written response within 30 working days of the date of receipt of the complaint. If the Principal/Chair is unable to meet this deadline, they will provide the complainant with an update and revised response date. The final written response will detail any actions taken to investigate the complaint and provide a full explanation of the decision(s) made and the reason(s).

Internal appeals procedure

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

To submit an appeal, candidates (or parents/carers) must:

- Requests for a review at stage 3 should be made in writing to the school no later than 15 working days after receipt of written notification of the decision at Stage 2. Requests made outside of this time frame will only be considered in exceptional circumstances.

Appeals will be logged and acknowledged within:

- 5 working days

The appeal will be referred to:

- a panel of 3 people who were not directly involved in the detail of the complaint, one of which must be independent of the running and management of the school, to review the complaint.

It will be the responsibility of to inform the appellant of the final conclusion in accordance with the internal appeals procedure.

Additional details on the internal appeals process:

Please see the full complaints policy for additional detail.

Changes 2025/2026

(update 01/10/2025)

(Removed/replaced) Under heading **Access arrangements and special consideration** removed reference to **candidate personal data consent form**/replaced with reference to complying with the UK GDPR and the Data Protection Act 2018

Centre-specific changes