



Castle Newnham School

TRADITIONAL VALUES, BRIGHT FUTURES, ONE JOURNEY

Exams Complaints and Appeals Policy

Adopted by the Governing Body on:	
Signed: (Chair)	
Signed: (Headteacher)	M. Herridge
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A. DEFINITION AND AIM

This procedure confirms Castle Newnham School's compliance with JCQ's *General Regulations for Approved Centres 2025-2026, section 5*, that the centre has in place a written complaints and appeals policy.

This policy will be reviewed annually by the Senior Leadership Team (SLT)/Exams Officer/Governors following public examinations and available on the school website (www.castlnewnham.school) or from the main school office.

Where reference is made to JCQ regulations/guidelines, further details can be found at www.jcq.org.uk

B. GROUNDS FOR COMPLAINT

A candidate (or his/her/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, 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
- Candidate not informed of his/her 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

Access arrangements

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding his/her access arrangements
- Candidate not informed that an application for access arrangements will 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 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

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 (online) 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 outcome of a special consideration application

Results and Post-results

- Before exams, candidate not made aware of the arrangements for post-results services
- Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of an 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 check, a review of marking, a review of moderation or an appeal (complainant to be referred via Deputy Headteacher to the centre's *Internal Appeals Policy*)
- Centre applied for the wrong post-results service/for the wrong exam 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

C. COMPLAINTS AND APPEALS PROCEDURE

Any complaints and appeals should follow the school complaints policy which can be found on the school website: <https://www.castlennwham.school/policies>

A summary of this procedure is outlined here:

Informal Complaint (stage 1)

- 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, Castle Newnham School encourages him/her to try to resolve this informally
- In the first instance this can be done by contacting the school by phone, in person or in writing. If a complaint fails to be resolved informally the candidate (or his/her parent/carer) is then at liberty to make a formal complaint.

Formal complaint (stage 2)

- A complaint should be submitted in writing - the complaints policy can be found on the school website and contains a complaint form (appendix B) that complainants are encouraged to use
- Complaints should be returned to the Head of Secondary in the first instance.
- Complaints received will be logged by the centre and acknowledged within 2 working days.
- The Head of Secondary 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 15 working days.

Review Panel (stage 3)

- If the complainant is not satisfied with the response to the formal complaint and wishes to proceed to the next stage of the procedure, they must inform the Governance Professional (Clerk to the Local Governing Body) within five school days.
- Complainants are encouraged to use the escalation form within the school's complaints policy (Appendix C) as this sets out the initial information required to process the complaint to the next stage.
- The clerk will acknowledge the escalation within 2 school days and convene a panel to investigate the complaint within 5 school days