| St Martin Logo.PNG  St Martin-in-the-Fields High School for Girls  A CHURCH OF ENGLAND ACADEMY  CO-ED SIXTH FORM |
| --- |



**COMPLAINT & APPEALS PROCEDURE 2023-2024**

**Approved: September 2023**

**Date to be review: September 2024**

| Our Vision *And now these three remain: faith, hope and love. And the greatest of these is love.*  *1 Corinthians 13:13*  Inspired by our motto “Caritate et Disciplina” Our vision is to create a safe, caring, happy and inclusive community underpinned by our Christian values of **Faith, Hope and Love**. We want our students to flourish in faith and knowledge, developing their unique gifts and talents in the classroom, in the wider life of the school and beyond. | |
| --- | --- |
| Our Ethos We believe that reverence for God, respect for self, others and the environment is essential and we therefore dedicate our efforts towards fostering these virtues. Through our character education at St Martin’s, we will ensure our students are HEROIC: **Hopeful, Enquiring, Respectful, Organised, Independent and Collaborative.** Our students will fulfil their academic potential, but more than this, our students will develop the skills, competencies, personal qualities and characteristics that will help them to be successful in the future. | |
| School Prayers | |
| *(traditional version)*  Almighty and everlasting Father,  hear the prayers of this School,  founded by the church in the Fields  in the name of Thy servant Martin.  We praise Thee for all the opportunities  given to us in it, for both work and play.  We thank Thee for the wisdom of men and  women who have guided us since our foundation.  We pray for those who govern us now,  and for those who teach and for those who learn,  and for all those who serve our needs.    Help each one of us to be like St. Martin, and serve  Thee by giving ourselves in service to others  So that we too come to find the joy and riches  that do not pass away.  Amen | *(contemporary version, said daily)*  Dear God,  We thank you for your love and your promise to be with us.  At school or work, at rest or play, help us to feel near to you and hear your voice.    Inspired by your servant St. Martin’s example, may we always show respect, encourage one another and serve our community.  Help us to be aware of our talents, be enquiring and independent.  May your gifts of faith, hope and love shine in us today.  Amen |

At St Martin-in-the-Fields High School for Girls, our policy complies with the JCQ’s General Regulations for Approved Centres requiring that the centre will draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre’s delivery or administration of a qualification.

**Grounds for Complaint**

A candidate (or his/her/parent/carer) may make a complaint on the grounds below:

**Centre Assessed Mark**

1. 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 school’s Centre Assessed Marking Policy)

2. Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body

3. 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

4. Candidate not given sufficient time to review materials to make a decision whether to request a review of centre assessed marks

**Access arrangements**

1. Candidate not assessed by the centre’s appointed assessor

2. Candidate not involved in decisions made regarding his/her access arrangements

3. Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed Data Protection Notice)

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

5. Exam information not appropriately adapted for a disabled candidate to access it

6. Adapted equipment put in place failed during exam/assessment

7. Approved access arrangement(s) not put in place at the time of an exam/assessment

8. Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment

**Entries**

1. Candidate not entered for a required exam/assessment

2. Candidate entered for a wrong exam/assessment

3. Candidate entered for a wrong tier of entry

**Conducting examinations**

1. Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place

2. Room in which exam held did not provide candidate with appropriate conditions for taking the exam

3. Inadequate invigilation in exam room

4. Failure to conduct exam according to the regulations

5. Online or IT system failed during online/word processed exam/assessment

6. Disruption during exam/assessment

7. Alleged, suspected or actual malpractice incident not investigated/reported

8. Eligible application for special consideration for a candidate not submitted/not submitted to timescale

9. Failure to inform/update candidate on the outcome of a special consideration application

**Results and Post-results**

1. 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

2. 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

3. Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations

4. Candidate (or parent/carer) unhappy with a result (complainant to refer via exams officer to awarding body post-results services)

5. 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 - the complainant should refer to the centre’s internal appeals procedure)

6. Centre applied for the wrong post-results service/for the wrong exam paper for a candidate

7. Centre missed awarding body deadline to apply for a post-results service

8. Centre applied for a post-results service for candidate without gaining required candidate consent/permission

**Complaints and appeals procedure**

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, Camden School for Girls encourages them 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 their parent/carer) is then at liberty to make a formal complaint.

**How to make a formal complaint and how it will be investigated?**

• A complaint should be submitted in writing.

• The complaint will be acknowledged within 2 working days

• 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 result of the investigation will be communicated within 2 working weeks

**How to appeal against the outcome of a formal complaint**

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

• The appeal will be acknowledged within 2 working days

• The appeal will be referred to Chair of Governors or a special Committee of the Governing body for consideration

• The appellant will be told when they can expect to be informed of the conclusion

• The Chair of Governors or Committee will inform the appellant of the final conclusion

**Internal Appeals Procedure**

**Please note: In all cases a candidate consent form must accompany an appeal and or request.**

Where an access to script is requested, a consent form must be submitted the **latest 10 days** after the exam **results published**

**Appeals procedure for reviews of marking (centre assessed marks) for GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments**

St Martin-in-the-Fields High School is committed to ensuring that whenever its staff mark candidates’ work this is done fairly, consistently and in accordance with the awarding body’s specification and subject-specific associated documents.

Candidates’ work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. St Martin-in-the-Fields High School is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates’ work, internal moderation and standardisation will ensure consistency of marking.

* The centre will ensure that candidates are informed of their coursework marks so that they may request a review of the centre’s marking before coursework marks are submitted to the awarding body.
* The centre will inform candidates that they may request copies of materials to assist them in considering whether to request a review of the marking of the assessment.
* The centre will, having received a request for copies of materials, promptly make them available to the candidate.
* The centre will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
* Requests for reviews of marking must be made in writing.
* The centre will allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body’s deadline.
* The centre will ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.
* The centre will instruct the reviewer to ensure that the candidate’s mark is consistent with the standard set by the centre.
* The candidate will be informed in writing of the outcome of the review of the centre’s marking.
* The outcome of the review of the mark will be made known to the **Head of Centre** and will be logged as a complaint. 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. The moderation process may lead to mark changes. This process is outside the control of St Martin-in-the-Fields High School and is not covered by this procedure.

**Appeals procedure against centre decisions not to support an enquiry about results**

Following the issue of results, the general qualification awarding bodies offer [post-results services](http://www.jcq.org.uk/exams-office/post-results-services). Full details of these services, internal deadlines for requesting a service and fees charged will be provided by the exams officer.

# The service, *enquiries about results* (EARs), may be requested by centre staff or candidates (or their parents/carers) if there are reasonable grounds for believing there has been an error in marking. If a query is raised about a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry at the centre’s expense. When St Martin-In-The-Fields High School does not uphold a request from a candidate, the candidate may pay the appropriate fee, and a request will be made to the awarding body on the candidate’s behalf.

# If the candidate (or their parent/carer) believes there are grounds to appeal against the centre’s decision not to support an enquiry, an appeal can be submitted to the centre using the internal appeals form at least one week prior to the internal deadline for submitting an EAR.

**Appeals procedure following the outcome of an enquiry about results**

Where the **Head of Centre** remains dissatisfied after receiving the outcome of an EARs, 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 an EAR, but the internal candidates and/or their parents/carers are 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, 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 enquiry. 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. Awarding body fees which may be charged for the appeal must be paid by the appellant on submission on the internal appeals form. If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

**Internal appeals form**

This form should be completed in all cases to lodge an appeal.

Please tick to indicate what the appeal is against:

* **an internal assessment decision**
* **the centre decision not to support an enquiry about results**
* **the outcome of an enquiry about results**

| **Name of appellant** |  | **Candidate name**  i*f different to appellant* |  |
| --- | --- | --- | --- |
| Awarding body |  | Unit/module/exam paper code |  |
| Subject |  | Unit/module/exam paper title |  |
| Please state the grounds for your appeal below:  *Continue overleaf if necessary* | | | |
| **Appeal against an internal assessment decision**  **Appellant declaration**  By signing here, 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 marking/assessment process not against the mark submitted by the centre for moderation by the awarding body.  **Signature: Date of signature:** | | | |
| **Appeal against the centre decision not to support an enquiry about results**  **Appellant declaration**  By signing here, I am confirming I feel there are grounds to appeal against the centre’s decision.  **Signature: Date of signature:** | | | |
| **Appeal against the outcome of an enquiry about results**  **Appellant declaration**  By signing here, I am confirming that 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.  **Signature: Date of signature:** | | | |

**Enquiries about Results**

**Information for candidates**

**The following information explains what may happen following an enquiry about the**

**result of an examination**.

Access to Scripts must only be seen by teachers who are members of staff at that centre or within a consortium of centres, or returned directly to candidates. The centre will be able to request copies of **GCE AS, GCE A-level and GCSE** scripts before deciding whether to request a **Review of Marking.**

**RoM** (**Review of Marking)**

If your school makes an enquiry about the result of one of your examinations after your

subject grade has been issued, there are three possible outcomes:

* Your original mark is lowered, so your final grade may be lower than the original grade you received.
* Your original mark is confirmed as correct, and there is no change to your grade.
* Your original mark is raised, so your final grade may be higher than the original grade you received.

In order to proceed with the enquiry about results, you must sign the form below. This tells the Head

Teacher that you have understood what the outcome might be, and that you give your consent to the enquiry about results being made.

For the **Review of Marking**, candidates will pay the fee ( as exam board) to the finance office before the request is submitted. If the request is successful, the fees will be refunded.

**Candidate consent form**

Centre Number 10960

Centre Name ST MARTIN-IN-THE-FIELDS HIGH SCHOOL

Candidate Number ........................

Candidate Name ....................................................................................

**Details of enquiry (Awarding Body, Qualification level, Subject title, paper/unit)**

| **Exam Board** | **Level (GCE/GCSE)** | **Subject** | **Unit code** |
| --- | --- | --- | --- |
|  |  |  |  |

**I give my consent to the Head Teacher to make an enquiry about the result of the examination(s) listed above. In giving consent I understand that the final subject grade awarded to me may be lower than, higher than, or the same as the grade which was originally awarded for this subject.**

Signed: …………………………………………………… Date: ………………………….

Contact information (email or mobile): ………………………………………………………………………………….

**This form should be retained on the centre’s files for at least 6 months following the**

**outcome of the enquiry about results or any subsequent appeal.**

**The appellant declaration against the relevant appeal must be signed, dated and returned to the EO, on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.**

The internal appeals procedures for St Martin-In-The-Fields High School have been produced to demonstrate compliance with the following:

**JCQ *General Regulations for approved centres*** <http://www.jcq.org.uk/exams-office/general-regulations>

**Controlled Assessments, Coursework and Portfolios of Evidence**

The centre agrees to:

have in place and be readily 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;

have in place and be available for inspection purposes, a written policy with regard to the management of GCE and GCSE non-examination assessments;

**Post-Results Services and Appeals**

The centre agrees to:

have readily available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal; (A centre may place its internal appeals procedure on the school/college website or alternatively the document may be made available to candidates upon request.)

**JCQ *Post-results services*** <http://www.jcq.org.uk/exams-office/post-results-services>

**4.4 Submission of requests**

Centres must have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an enquiry about results should be submitted. The formal appeals procedure must be made widely available. Centres must therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an inquiry about results, centres should 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 enquiries about results with centres.

**5. Appeals**

Centres must have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure must be made widely available. Centres must therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an appeal, centres should 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 appeals with centres.

**JCQ *A guide to the awarding bodies’ appeals processes*** <http://www.jcq.org.uk/exams-office/appeals>

Please note that candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where the candidate was entered or registered. The head of centre’s decision as to whether to proceed with an appeal is subject to the centre’s internal appeals arrangements.

**Appellants should consult the full information in the above publications to be fully informed when stating their grounds for appeal.**

Further information can be obtained from:

<http://www.jcq.org.uk/exams-office/controlled-assessments>

<http://www.jcq.org.uk/exams-office/coursework>

<https://www.gov.uk/appeal-exam-result>

<http://www.jcq.org.uk/examination-system/the-appeals-process>