

Exam Complaints Policy



EXAM COMPLAINTS POLICY AND INTERNAL APPEALS PROCEDURE

LEADERSHIP RESPONSIBILITY: M HAZEL

RATIFIED BY BRIDGE LEARNING CAMPUS SENIOR LEADERSHIP TEAM

DATE: JANUARY 2025

REVIEW DUE: JANUARY 2026

HEADTEACHER MR R MAULE

SIGNED:

A handwritten signature in blue ink, appearing to read "R Maule".



University of the West of England



Exam Complaints Policy



Candidate Identification Procedure

| | |
|----------------------------|------------------------|
| Centre Name | Bridge Learning Campus |
| Centre Number | 50609 |
| Date policy first created | 27/11/2023 |
| Current policy approved by | Senior Leadership Team |
| Current policy reviewed by | Senior Leadership Team |
| Date of next review | 21.01.2026 |

Key staff involved in the policy

| Role | Name |
|-----------------------------|---------------------------|
| Head of Centre | Rupert Maule |
| Senior leader(s) | Marie Hazel |
| Exams officer | Kevin Hough/Helen Osborne |
| Other staff (if applicable) | |

This procedure is reviewed and updated annually to ensure that the complaints at Bridge Learning Campus are managed in accordance with current requirements and regulations.

Reference in this procedure to GR refers to the JCQ publication General Regulations for Approved Centres.



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Purpose of the Policy

The purpose of this policy is to confirm the arrangements for complaints at Bridge Learning Campus 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 his/her/parent/carer) at Bridge Learning Campus 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 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: Not applicable.



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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 did not consent 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 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: Not applicable.

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: Not applicable.

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



- failed during



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(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:

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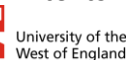
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• Centre



fails



to its internal



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appeals procedure

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- 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
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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, Bridge Learning Campus encourages an informal resolution in the first instance. This can be undertaken by Complainant to contact Marie Hazel, Deputy Headteacher Exams Lead to arrange a meeting mhazel@blc.school.

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 Complaints form to be completed, accessed via our website along with the Complaints Policy. This should be emailed or brought into school for the attention of the complaints officer Alex McAfee, amcafee@blc.school. This is then passed on to the Head of Centre. Formal complaints will be logged and acknowledged within Formal complaints are logged on the complaints log on Sharepoint the day that they are received and acknowledgement is also emailed or phoned to the complainant on the same day.

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How a formal complaint is investigated

The Head of



Centre will
TeachFirst
Partner School



look at the
University of the
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complaint and pass to Deputy Headteacher Exams Lead.

The findings and conclusion of any investigation will be provided to the complainant within 5 school days.

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 Contact Mr Wellman please do so via the Clerk , C/o Bridge Learning Campus, William Jessop Way, Hartcliffe, Bristol, BS13 ORL or email

Jfrederiks-davies@blc.school.

Appeals will be logged and acknowledged within 10 school days.

The appeal will be referred to Chair of Governors, Rob Wellman via the Clerk, C/o Bridge Learning Campus, William Jessop Way, Hartcliffe, Bristol, BS13 ORL or email Jfrederiks-davies@blc.school.

It will be the responsibility of The Clerk, C/o Bridge Learning Campus, William Jessop Way, Hartcliffe, Bristol, BS13 ORL or email Jfrederiks-davies@blc.school. to inform the appellant of the final conclusion in accordance with the internal appeals procedure.

Additional details on the internal appeals process:

The Clerk, C/o Bridge Learning Campus, William Jessop Way, Hartcliffe, Bristol, BS13 ORL or email

Jfrederiks-davies@blc.school.

Changes 2024/25

Changed: Under heading Purpose of the policy: (From) The purpose of this policy is to confirm the arrangements for complaints at Bridge Learning Campus and confirms compliance with JCO's General Regulations for Approved Centres (sections 5.3, 5.8) in drawing to the attention of candidates and their parents/carers its written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification. (To) The purpose of this policy is to confirm the arrangements for complaints at Bridge Learning Campus and confirms compliance with JCO'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.

Updated: Some formatting

Centre Specific Changes

Updated:



References



Dan Pitt to





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Marie Hazel

Updated: Exams Officer to Helen Osborne

