Exam Complaints and Internal Appeals Policy

LEADERSHIP RESPONSIBILITY: M HAZEL

DATE: FEBRUARY 2026

REVIEW DUE: FEBRUARY 2027

INTERIM HEADTEACHER

NICK BUTLER

Signed: 

Exam Complaints and Internal Appeals 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	21/01/2027

Key staff involved in the policy

Role	Name
Head of Centre	Nick Butler
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

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Complaint relating to teaching and learning: Not applicable.

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 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:

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Additional grounds for complaint relating to teaching and learning: Not applicable.

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
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equipment/assistive technology put in place failed during examination/assessment

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Additional grounds for complaint relating to access arrangements: Not applicable.

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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 the complainant contactin 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.

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How to make a formal complaint

All documentation relating to the submission of a formal complaint is available from the school website or collection from our Receptionist staff. On completion, the Complaints Form should be returned to the school for the attention of the Executive Assistant, Jacqui Frederiks Davies jfrederiks-davies@blc.school. This will be passed on to the Head of Centre. Formal complaints will be logged and acknowledged in line with the Policy.

How a formal complaint is investigated

The Head of Centre will look at the 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 send their appeal in writing to the Clerk for School Performance Board, C/o Bridge Learning Campus, William Jessop Way, Hartcliffe, Bristol, BS13 0RL or email Jfrederiks-davies@blc.school. Appeals will be logged and acknowledged within 10 school days.

It will be the responsibility of the Clerk 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, Hartcllife, Bristol, BS13 0RL or email Jfrederiks-davies@blc.school.

Changes 2025/26

Removed: Candidate did not consent to record their personal data online (by the non-acquisition of a completed candidate personal data consent form)

Added: 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

Updated: Chair of School Performance

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Board name

Centre Specific Changes

Updated: Head of Centre references