Roselyn House School
Complaints Policy (Exams)
2026-2027

Key staff involved in the policy

Role	Name
Headteacher	Jack Birkenhead
Exams officer/ Executive lead	Kirsty Willacy
Other staff (if applicable)	

This policy is reviewed and updated annually to ensure that any complaints at Roselyn House 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 Roselyn House 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) 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

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 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: Not applicable

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: Not applicable

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, Roselyn House School encourages an informal resolution in the first instance.

This can be undertaken by:

• raising the concern in person, by telephone or in writing to the Head of Centre

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

A formal complaint should be submitted in writing by completing a **complaints form** (Appendix A)

• Forms are available from the Exams Officer – kirsty@roselynhouseschool.co.uk
• Completed forms should be returned to the Exams Officer- Kirsty Willacy
• Forms received will be logged by the centre and acknowledged within 5 working days

How a formal complaint is investigated

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

• 10 working days

Internal appeals procedure

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

• Any appeal must be submitted by following the centre's internal appeals procedure and completing an internal appeals form
• Forms received will be logged by the centre and acknowledged within 5 working days
• The appeal will be referred to the Head of Centre (Mr Jack Birkenhead)
• The Head of Centre will inform the appellant of the final conclusion in accordance with the internal appeals procedure

Additional details on the internal appeals process: Not applicable

Centre-specific changes
None

Reviewed September 2026
To be reviewed: September 2027

Internal Appeals form

Appendix A

	FOR CENTRE USE ONLY	
	Date received	
	Reference No.	

Please tick **one** box below to indicate the nature of your appeal and complete all boxes on the form.

☐	Appeal against an internal assessment decision and/ or request for a review of results
☐	Appeal against the Centre's decision not to support a clerical re-check, a review of results, a review of moderation or an appeal
☐	Appeal against the Centre's decision relating to Access Arrangements
☐	Appeal against the Centre's decision relating to other administrative issues
☐	

Name of appellant:		**Candidate name (if different to appellant):**	
Awarding body:		**Exam paper code:**	
Qualification Type: **Subject:**		**Exam paper title:**	

Please state the grounds for your appeal below:

Appellant signature:	Date of signature:

This form must be signed, dated and returned to the exam's officer (kirsty@roselynhouseschool.co.uk) on behalf of the Head of Centre within the timescale indicated in the Examinations Internal appeals procedures.

Complaints and appeals log

Appendix B

Upon receipt, all complaints/ appeals are assigned a reference number by the Exams Officer and logged. The outcome of the appeal and outcome date is also recorded.

The outcome of any reviews of the centre's marking will be made known to the Head of Centre.

A written record of the review will be kept and logged as an appeal, so information can be easily made available to an awarding body upon request. The awarding body will be informed if the centre does not accept the outcome of the review- this will be noted on this log.

Exam Series:				
Ref no.	**Date received:**	**Complaint or Appeal detail:**	**Outcome:**	**Outcome date:**