

St Bede's Catholic Voluntary Academy



Complaints & Appeals Policy (Exams)

“We commit ourselves to love, respect and serve one another as disciples of Jesus Christ”

Date of Policy Review:	September 2025
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Purpose of the policy

This procedure confirms compliance with JCQ's General Regulations for Approved Centres (section 5.8e & 5.13) that the centre will:

- have in place written internal appeals and complaints procedures which must cover at least appeals regarding internal assessment decisions, post-result services and appeals, and centre decisions relating to access arrangements and special consideration.

This policy is relevant to all external qualifications from all awarding bodies and includes: GCSE's, BTEC Tech Awards, NCFE qualifications, WJEC Vocational awards and Cambridge National awards.

This procedure covers appeals and complaints relating to:

- Internal assessment decisions (centre assessed marks)
- Entries for qualifications
- Conduct of examinations
- Centre decisions not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Centre decisions relating to access arrangements and special consideration
- Centre decisions relating to other administrative issues

Procedures in place

- Candidates are given copies of the JCQ information to candidates via email.
- Candidates are made aware of the post results services during their examinations.
- Subject teachers give clear communication with adequate lead time regarding NEA where a unit is internally marked to allow students the opportunity to reflect on their mark.
- All subject areas are supported by a subject leader and a linked member of SLT to ensure that best practice is being applied to any internally marked work.
- During GCSE results day, the examinations officer and members of SLT will be readily available to discuss post results options.
- SEND referrals are in place for the entirety of KS3 and KS4 to enable students to be identified for Access Arrangements as early as possible.
- The centre conducts a number of mock exam series, to enable Access Arrangements to become a 'normal way of working', as per the JCQ guidelines. There is opportunity for staff and students to reflect on this after each series.
- The Examinations Officer conducts a meeting with the Safeguarding & SEND team in advance of each examination series to share relevant information for Special Considerations.
- The centre will apply for special consideration for a student, when appropriate evidence is available to substantiate that the student has been disadvantaged at the time of assessment. Please refer to the JCQ guidelines on Special Considerations for outlining examples.

Grounds for Appeal

You cannot appeal against the mark or grade that you have been given, but you may appeal against the process by which it has been awarded;

1. If you feel the grading criteria is being met.
2. If you feel that you have not been supported during the assessment of the unit.
3. If you feel that the teacher is not willing to accept appropriate alternative evidence as meeting the evidence requirement.
4. If you believe that you have been treated unfairly, or the specification criteria have not been applied correctly.

Internally Assessed Assignments/Controlled Assessments

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. The academy 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. If a candidate believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure.

Coursework marks are moderated internally to make sure all teachers mark to the same standard, and they are then moderated or verified externally by the exam board. You must raise your concerns before the marks are sent to the exam board. The moderators may change marks if they feel it necessary and you cannot appeal as an individual against any such changes.

1. Raise the issue with your subject teacher. They will explain why they gave that mark and complete an Appeals record form (stage one).
2. If you are still unhappy after speaking to your subject teacher see the Subject Leader and they will arrange for an assessment to be checked by another teacher from within the school (stage two)
3. If you are still dissatisfied after speaking to the Subject Leader, see the Examinations Officer in order to try to help resolve the situation. If they are unable to do so, they can (in consultation with the Head teacher) convene a formal panel to adjudicate (stage three). The panel will normally consist of two teachers of that subject, one being the Subject Leader (unless they are the teacher whose marking is in dispute) and a member of the Senior Leadership Team. If there are not a sufficient number of uninvolved teachers of the subject on the staff, mutually acceptable *ad hoc* arrangements will be made by discussion with all of the interested parties.
4. You may be allowed representation by you parent/guardian or a friend if requested.
5. Written records of all appeals will be kept by the centre. These will give details of the result of the appeal and the reasons for the outcomes. Records will be kept for a minimum of six months after completion of the subject Award.
6. You will be given a copy of the appeal records.
7. Full details of any appeal will be made available on request to the Awarding Body.

Examination Marks

1. Raise the issue with your subject teacher or the Subject Leader as soon as your results have been received. They will check your marks and how they compare with your mock Examination results and predicted grades, and also how close you came to the grade boundaries.
2. If you or your teacher feels there are grounds for requesting a re-mark the Examinations Officer (Mrs Bishop) will arrange this. Unless it is arranged with a member of the senior leadership team, the candidate is responsible for paying the associated fee. **Written permission and acknowledgement of the risks by you will be required for any re-mark as the score (and therefore the grade) can go down as well as up.**
3. If an examination mark is to be queried, this can be completed under a number of grounds including access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals. In all instances, the school leadership team, including subject leaders, will discuss the most appropriate options with the candidate and/or parents/guardians at the time of request.
4. Students and parents/guardians must initiate dialogue regarding post result services at the earliest opportunity to assist the school to submit any post result services as soon as possible. All enquiries which take place out of school hours should be directed to 01724 245151 or fbishop@stbedesscunthorpe.org.uk
5. All requests for review of marking must be sent within 3 weeks of the results being issued. It may take a further 6 weeks for the result of the appeal to be known and in the interim period the original result will stand. The new result replaces the original one, regardless of the outcome, and no further re-mark is permitted under the regulations.
6. The centre agrees to ensure that candidates have provided written consent for clerical checks, reviews of marking and access to scripts services offered by the awarding bodies after the publication of examination results.
7. If a candidate disagrees with a centre decision not to support an application for post result services, they should follow the procedures for completing an internal complaint/appeal, at the earliest opportunity for this to be considered before the deadline for post result services.

Access Arrangements & Special Consideration

If a candidate or parent/guardian does not agree with the school's decision not to make/apply for a specific reasonable adjustment or to apply for special consideration, the centre would encourage an informal resolution in the first instance. Please communicate the concern in writing to the Examination Officer, Mrs F Bishop

The Examinations Officer will forward this request to the SENCO who will refer to the JCQ Access Arrangements guidance to confirm that the centre has complied with the regulations and followed the correct procedures.

If a resolution cannot be reached, the Examinations Officer will forward the complaints/appeals form to the candidate and parent/guardian to complete. This will be logged and acknowledged within 2 working days and forwarded to the Senior Leadership team for investigation.

An outcome and any actions will be made available within an agreed timeframe and will be communicated by the Head of Centre.

Complaint Procedure

If the candidate or parent/carer has a general concern or complaint regarding the administration or delivery of a qualification, the centre would encourage an informal resolution in the first instance. Please communicate the concern in writing to the Examinations Officer, Mrs F Bishop

The Examinations officer will then investigate accordingly and report back to the candidate and parents/guardians within an agreed timeframe. If, for any reason, a resolution cannot be found this way, the examinations officer will make available the appeals/complaints form for completion by the student and parent/guardian.

Once a formal complaint has been received, it will be acknowledged within two working days by the Examinations Officer, and forwarded to the Senior Leadership team for investigation.

An outcome will be communicated to the candidate by either the Head of Centre or the Governing Body.

Further information can be obtained from:

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

- 2 The Appeals Process <http://www.jcq.org.uk/examination-system/the-appeals-process>
delete green inactive page link Change to this page which is active [Appeals - JCQ Joint Council for Qualifications](#)
- 3 Further guidance to inform and implement appeals procedures
- 4 JCQ
- 5 General Regulations for Approved Centres
- 6 <https://www.jcq.org.uk/exams-office/general-regulations>
- 7 Post-Results Services
- 8 <https://www.jcq.org.uk/exams-office/post-results-services>
- 9 JCQ Appeals Booklet
- 10 <https://www.jcq.org.uk/exams-office/appeals>
- 11 Notice to Centres - Reviews of marking (centre assessed marks)
- 12 <https://www.jcq.org.uk/exams-office/controlled-assessments>
- 13 <https://www.jcq.org.uk/exams-office/coursework>
- 14 <https://www.jcq.org.uk/exams-office/non-examination-assessments>

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Appeals/Complaints Record Form – Stage 1

Subject..... Module

Student Assessor

Internal Moderator Senior Manger

Stage One: Unit Assessor (Respond within 3 working day)

Date of Appeal

Reason for Appeal (Please give full details)

Signed (Assessor)..... Date

Signed (Subject Leader)..... Date

SMT Signature..... Date

I agree/disagree with the outcome of Stage One of the Appeal.

Student Signature

Date

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Stage 2: SLT (Response within 3 working days)

Reason for disagreement with outcome of Stage One of the Appeal

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Outcome

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Signed..... Date

SMT Signature..... Date.....

I agree/disagree with the outcome of Stage Two of the Appeal

Student Signature..... Date

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Stage Three: Panel Meeting (Response within 5 working days)

Name of all attendees

..... (Title/Position)

..... (Title/Position)

..... (Title/Position)

..... (Title/Position)

..... (Title/Position)

Reason of disagreement with the outcome of Stage Two of the Appeal

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Outcome

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Signed (Print Name)
Date

Signed (Print Name)
Date

Signed (Print Name)
Date

Signed (Print Name)
Date

Signed (Print Name)
Date

Head of Centre: I agree I have received and read a copy of this internal appeal record form.

Signed (Head teacher) Date