



# Examinations Appeals and Complaints Policy 25/26

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**We do things differently.....**

**H.E.R.E**

**High Standards**  
**Empathy**  
**Resilience**  
**Emotional Response**

# Contents

|  |   |
|--|---|
| 1. Purpose of the Procedure.....                         | 2 |
| 2. Scope.....  | 2 |
| 3. Grounds for Complaint .....                           | 3 |
| 3.1 Teaching and Learning .....                          | 3 |
| 3.2 Access Arrangements.....                             | 3 |
| 3.3 Entries .....  | 3 |
| 3.4 Conducting Examinations and Assessments.....         | 4 |
| 3.5 Results and Post-Results .....                       | 4 |
| 4. Informal Resolution .....                             | 4 |
| 5. Formal Complaints Procedure .....                     | 4 |
| 5.1 How to Make a Formal Complaint .....                 | 4 |
| 5.2 Investigation of a Formal Complaint.....             | 5 |
| 6. Appeals Procedure .....                               | 5 |
| 6.1 How to Submit an Appeal .....                        | 5 |
| 7. Awarding Body Appeals and Post-Results Services ..... | 5 |
| 8. Data Protection and Confidentiality .....             | 5 |
| 9. Record Keeping .....                                  | 5 |
| 9. Review of Policy .....                                | 6 |

## Purpose of the Procedure

This procedure confirms Arbour Academy’s compliance with the Joint Council for Qualifications (JCQ) General Regulations for Approved Centres.

The purpose of this procedure is to ensure that:

- Candidates and their parents/carers are informed of the Centre’s written complaints and appeals procedure.
- The procedure covers general complaints relating to the Centre’s delivery or administration of a qualification.
- Complaints and appeals are handled fairly, transparently, and within reasonable timescales.
- The Centre complies with JCQ regulations, awarding body requirements, and UK legislation, including the Data Protection Act 2018 and UK GDPR.

This procedure does not replace awarding body post-results services or appeals processes, which are governed by JCQ and the relevant awarding body.

### 1. Scope

This procedure applies to:

- All candidates entered for qualifications administered by Arbour Academy.
- Parents/carers acting on behalf of candidates (where appropriate).

It covers complaints relating to:

- Teaching and learning
- Access arrangements
- Examination entries
- Conduct of examinations and assessments
- Results and post-results administration
- The Centre's compliance with its own policies and JCQ regulations

The examples below are illustrative and not exhaustive.

## **2. Grounds for Complaint**

### **2.1 Teaching and Learning**

Examples may include:

- Non-subject specialist teachers used on a long-term basis without appropriate training or expertise
- Teacher lack of knowledge of the current specification or incorrect core content taught
- Core content not adequately covered
- Inadequate feedback following assessment(s)
- Failure to provide awarding body pre-release or advance materials on time
- Assessments contributing to final grades not conducted in line with JCQ or awarding body instructions
- Internal assessment, coursework or controlled assessment not marked in accordance with awarding body requirements  
(complainants should refer to the Centre's Internal Appeals Procedure where applicable)
- Failure to follow the Centre's internal appeals procedure
- Failure to inform candidates of centre-assessed marks before submission
- Failure to allow sufficient time for candidates to review centre-assessed marks prior to submission

### **2.2 Access Arrangements**

Examples may include:

- Candidate not assessed by the Centre's appointed assessor
- Candidate not consulted or informed about access arrangement decisions
- Failure to obtain candidate consent for electronic sharing of personal data
- Candidate not informed of approved access arrangements or components where they do not apply
- Exam information not appropriately adapted
- Failure or malfunction of approved adapted equipment
- Approved access arrangements not implemented
- Failure to put appropriate arrangements in place for a temporary injury or impairment

### **2.3 Entries**

Examples may include:

- Failure to explain decisions relating to early entry
- Candidate not entered or entered late for an examination or assessment
- Incorrect examination or assessment entry

- Incorrect tier of entry

## **2.4 Conducting Examinations and Assessments**

Examples may include:

- Inadequate briefing of candidates on exam timetables or regulations
- Examination conditions not compliant with JCQ requirements
- Inadequate invigilation
- Failure to conduct examinations in line with regulations
- Failure of online examination systems
- Disruption during examinations
- Failure to investigate or report suspected or actual malpractice
- Failure to submit eligible special consideration applications within timescales
- Failure to inform candidates of special consideration outcomes

## **2.5 Results and Post-Results**

Examples may include:

- Failure to inform candidates in advance of post-results services
- Lack of access to senior staff after results publication
- Failure to retain or return candidate work within permitted timescales
- Incorrect application for post-results services
- Missing awarding body deadlines
- Applying for post-results services without candidate consent

### **Note:**

Dissatisfaction with examination results themselves must be addressed via awarding body post-results services, not through this complaints procedure.

## **3. Informal Resolution**

Where possible, Arbour Academy encourages complaints to be resolved informally.

The candidate should:

- Raise the concern initially with the member of staff responsible for the qualification.

The member of staff will:

- Explain the issue and, where relevant, the reason for the mark or grade awarded.

If the candidate remains dissatisfied:

- The work may be re-reviewed by another appropriately qualified member of staff.
- The candidate will be informed in writing of the outcome.

## **4. Formal Complaints Procedure**

If the issue is not resolved informally, a formal complaint may be submitted.

### **4.1 How to Make a Formal Complaint**

- Complaints must be submitted in writing using the Complaints and Appeals Form.
- Forms are available from the Examinations Officer.
- Completed forms should be returned to the Examinations Officer.
- All complaints will be logged and acknowledged within 10 calendar days of receipt.

## **4.2 Investigation of a Formal Complaint**

The Head of Centre will investigate the complaint or appoint a senior leader who:

- Has had no prior involvement in the matter
- Has no personal interest in the outcome
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A written response outlining findings and conclusions will be provided within 10 working days, where reasonably practicable.

## **5. Appeals Procedure**

If the complainant remains dissatisfied following the outcome of a formal complaint and believes there are clear procedural grounds, an appeal may be submitted.

### **5.1 How to Submit an Appeal**

- Appeals must be submitted in writing using the Complaints and Appeals Form.
- Appeals will be logged and acknowledged within 10 calendar days.
- Appeals will be referred to the Chair of Governors (or a designated committee of the Governing Body).

The Chair of Governors (or committee) will review the appeal and notify the appellant of the outcome in writing.

## **6. Awarding Body Appeals and Post-Results Services**

- Appeals against awarding body decisions (including reviews of marking or moderation) must follow the JCQ Appeals Booklet and awarding body procedures.
- Arbour Academy will only submit appeals or post-results services with the candidate's written consent.
- The Centre will explain available post-results services to candidates prior to results publication.

Where an internal investigation identifies an irregularity:

- The relevant awarding body will be notified in accordance with JCQ regulations.

## **7. Data Protection and Confidentiality**

All personal data relating to complaints and appeals will be:

- Processed lawfully, fairly, and transparently
- Stored securely and accessed only by authorised personnel
- Managed in accordance with the UK GDPR and the Data Protection Act 2018

Information will be retained only for as long as necessary in line with the Centre's data retention policy.

## **9. Record Keeping**

- All complaints and appeals will be assigned a reference number.
- Records will include the nature of the complaint, outcome, and outcome date.
- Records will be retained securely in line with JCQ and data protection requirements.

## **8. Review of Policy**

This policy will be reviewed annually or sooner if:

- JCQ regulations change
- Awarding body requirements are updated
- Legislative changes require amendment