Complaints Policy for Exams

2026-2027

THE KING DAVID HIGH SCHOOL

This procedure is reviewed annually to ensure compliance with current regulations

Current procedures approved by	Tracy Basger
Current procedures reviewed by	Joanna Hipkiss
Date of review	19/10/2026
Date of next review	31/10/2027

Key staff involved

Role	Name
Head of centre	Tracy Basger
Senior leader(s)	Jack Pitt - Deputy Head Paula Watson - Assistant Head Tim Chappelle - Assistant Head Jocelyn Buckley-Dibben - SENCO
Exams Manager	Joanna Hipkiss
Other staff (if applicable)	Alison Burton (Exams Manager Maternity Cover)

Purpose of the policy

This poliocy confirms The King David High School compliance with JCQ's **General Regulations for Approved Centres** (section 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.

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 exam 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 marks prior to marks being submitted to the awarding body
- Candidate not informed of their centre assessed marks 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 centre assessed marks
- Candidate unhappy with internal assessment decision (complainant to refer via **Head of Department** to the centre's *internal appeals procedure*)
- Centre fails to adhere to its internal appeals procedure

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 arrangements in place and the subjects or components of subjects where the arrangements would not apply
- Exam information not appropriately adapted for a disabled candidate to access it
- Adapted equipment/assistive technology put in place failed during exam/assessment
- Approved access arrangement(s) not put in place at the time of an exam/assessment
- Appropriate arrangements not put in place at the time of an exam/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 via **SENCO** to the centre's *internal appeals procedure*)
- Centre fails to adhere to its *internal appeals procedure*

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 exam/assessment
- Candidate entered for a wrong exam/assessment
- Candidate entered for a wrong tier of entry

Conducting examinations

- Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place
- Room in which exam held did not provide candidate with appropriate conditions for taking the exam
- Inadequate invigilation in exam room
- Failure to conduct exam according to the regulations
- Online system failed during (on-screen) exam/assessment
- Disruption during exam/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Eligible application for special consideration for a candidate not submitted/not submitted to timescale
- Failure to inform/update candidate on the accepted/rejected outcome of a special consideration application if provided by awarding body.

Results and Post-results

- Prior to the issue of results, 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 via the **Exams Officer** 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 candidate without gaining required candidate consent/permission

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, The King David High School encourages an informal resolution in the first instance.

A concern or complaint should be made in person, by telephone or in writing to the head of centre.

If a complaint fails to be resolved informally, the candidate (or their parent/carer) is then at liberty to make a formal complaint.

How to make a formal complaint
If a parent has any complaint/concern regarding their child [or indeed any other complaint] at school, they are invited to call the school office to make an appointment for an **informal meeting** with the Head or Deputy Head. Such a meeting will be arranged within 14 school days.

If the parent is not satisfied and wishes to escalate the complaint, they should write a **formal letter** to the Head Teacher setting out the grounds for their complaint. The Head Teacher will respond within 14 school days.

If the parent or the school feel that a further meeting would be useful, they may request it (in writing) and such a meeting will be held within 14 school days from the date of the request. The school's response will follow within 10 school days.

This complaints procedure covers complaints relating to pupils or any other complaint.

How a formal complaint is investigated

If the parent wishes to escalate the complaint further, they should write to the Chair of Governors (via the school office) setting out the grounds for their complaint and the Chair will arrange to meet the parents within 10 school days. Following that meeting, the Chair will respond within 10 school days.

If the issue is not resolved or if the parent prefers and notifies the Chair in writing, the Governors will arrange for a panel to hear the complaint. The panel will consist of at least three people who were not directly involved in the matters detailed in the complaint, including one panel member who is independent of the management and running of the school. Parents may attend the panel hearing and may be accompanied (if they so wish) by a friend or advisor.

The decision by the panel will be communicated to the parent(s) within 14 school days.

A copy of the panel's findings and recommendations will be provided to the complainant and, where relevant, the person complained about. A copy will also be available for inspection at the school office.

Records of all complaints and outcomes will be kept by the school. Such records will be kept confidential [unless instructed otherwise by the Secretary of State or by a body inspecting under Section 109 of the 2008 Act].

If the complainant has exhausted the school's complaints procedure and is still not happy, they can submit a complaint to the ESFA.

Timelines
Parents of King David pupils may lodge a complaint (concerning a KD pupil) within 3 months of the incident concerned. Complaints raised outside this timeframe will only be considered in exceptional circumstances.

Except in exceptional circumstances, parents of former KD pupils should lodge their complaint (latest) within 12 months of the pupil's leaving date.

Internal Appeals Procedure

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

If the issue is not resolved or if the parent prefers and notifies the Chair in writing, the Governors will arrange for a panel to hear the complaint. The panel will consist of at least three people who were not directly involved in the matters detailed in the complaint, including one panel member who is independent of the management and running of the school. Parents may attend the panel hearing and may be accompanied (if they so wish) by a friend or advisor.

The decision by the panel will be communicated to the parent(s) within 14 school days.

A copy of the panel's findings and recommendations will be provided to the complainant and, where relevant, the person complained about. A copy will also be available for inspection at the school office.

Complaints form

FOR CENTRE USE ONLY

Date received

Reference No.

Please tick box to indicate the nature of your complaint/appeal

- ☐ Complaint against the centre's delivery of a qualification
- ☐ Complaint against the centre's administration of a qualification

Name of complainant	
Candidate name if different to complainant	

Please state the grounds for your complaint below:

If your grounds are lengthy please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say

If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s)

Complainant signature: Date of signature:

This form must be completed in full - an incomplete form will be returned to the complainant/

Complaints log

Ref No.	Date received	Complainant Name	Outcome	Outcome date