



# **Complaints Policy (Exams)**

Broadoak Academy

Centre name	Broadoak Academy
Centre number	50641
Date policy first created	02/04/2025
Current policy approved by	David McFaul
Current policy reviewed by	Amy Lovell
Date of review	10/03/2026
Date of next review	10/09/2026

### Key staff involved in the policy

Role	Name
Head of centre	Ian Walsh
Senior leader(s)	David McFaul (Assistant principle, teaching and learning).
Exams officer	Amy Lovell
Other staff (if applicable)	Ceri O'Sullivan (Vice Principal). Nichole Forster (AAP, KS4 Raising standards lead). Bella Charman (SENCo).

This policy is reviewed and updated annually to ensure that any complaints at Broadoak Academy 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 Broadoak Academy and to confirm compliance with JCQ's *General Regulations for Approved Centres* (5.3, 5.8) in drawing to the attention of candidates and their parents/carers the centre's written complaints policy.

This policy covers:

- General complaints regarding the centre's delivery or administration of a qualification
  - The centre's internal appeals procedure
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## **Grounds for Complaint**

A candidate (or their parent/carer) at Broadoak Academy may make a complaint on the grounds below. This is not an exhaustive list.

### **Teaching and Learning**

- 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 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.
  - Candidate not given sufficient time to review materials to decide whether to request a review of the centre-assessed mark.
  - Candidate unhappy with internal assessment decision (refer to the centre's internal appeals procedure).
  - Centre fails to adhere to its internal appeals procedure.
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### **Access Arrangements and Special Consideration**

- Candidate not assessed by the centre's appointed assessor.
- Candidate not involved in decisions regarding access arrangements.
- Candidate not informed that an application for access arrangements would be processed using Access Arrangements Online in compliance with UK GDPR and the Data Protection Act 2018.
- Candidate not adequately informed of arrangements in place and where they apply.
- Examination information not appropriately adapted for a disabled candidate.
- Assistive technology failed during examination/assessment.
- Approved access arrangements not in place at the time of examination.
- Appropriate arrangements not in place due to temporary injury or impairment.

- Candidate unhappy with centre decision (refer to internal appeals procedure).
  - Centre fails to adhere to its internal appeals procedure.
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## **Entries**

- Failure to clearly explain early entry decisions.
  - Candidate not entered or entered late.
  - Candidate entered for incorrect examination.
  - Candidate entered for incorrect tier.
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## **Conducting Examinations**

- Failure to adequately brief candidates on examination regulations.
- Inappropriate examination conditions.
- Inadequate invigilation.
- Failure to conduct examinations according to regulations.
- Online system failure during assessment.
- Disruption during examination.
- Malpractice not investigated or reported.

- Failure to inform candidate of special consideration outcome.
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### **Results and Post-Results**

- Candidate not made aware of post-results services before examinations.
  - No access to senior staff after results release.
  - Scripts not available after moderation.
  - Candidate unhappy with a result (refer to Exams Officer for post-results services).
  - Candidate unhappy with centre decision not to support a review (refer to internal appeals procedure).
  - Centre fails to follow internal appeals procedure.
  - Incorrect post-results service requested.
  - Missed awarding body deadlines.
  - Candidate consent not obtained.
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### **Raising a Concern or Complaint**

Broadoak Academy encourages informal resolution in the first instance.

This can be done by:

- Contacting a member of staff (Head of House, SENDCo, or Exams Officer).

- The concern will be raised with the Exams Officer and/or senior staff.
- A record should be kept where possible.

If unresolved, a formal complaint may be made.

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

Formal complaints should be submitted to:

- Ian Walsh (Head of Centre)
- Ceri O'Sullivan (Assistant Principal)

Formal complaints will be:

- Logged and acknowledged within **5 working days**

*Where a complaint relates to examination results or post-results services, it will be prioritised and acknowledged as soon as possible to meet awarding body deadlines.*

Complaints must be submitted in writing.

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### **How a Formal Complaint is Investigated**

Complaints will be investigated in line with the academy complaints policy.

A response will normally be provided within:

- **10 working days**

*Where a complaint relates to examination results or post-results services, the process will be expedited to meet awarding body deadlines.*

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### **Internal Appeals Procedure**

If dissatisfied with the outcome, an appeal may be submitted.

Candidates (or parents/carers) must:

- Follow the centre's internal appeals procedure
- Refer to details provided in the outcome letter or on the website

Appeals will be:

- Logged and acknowledged within **5 working days**

*Appeals relating to examination results will be prioritised to meet awarding body deadlines.*

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### **Appeals Process**

Appeals will:

- Be considered internally in line with the centre's internal appeals procedure.
- Be reviewed by the Head of Centre and/or a senior member of staff.

Where appropriate:

- The centre will submit an appeal to the awarding body on behalf of the candidate.

The final outcome will be communicated by:

- **David McFaul (Assistant Principal – Teaching and Learning).**
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### **Critical Timeframe Statement**

Where a complaint or appeal relates to the outcome of an examination or assessment, the centre will ensure that the process is prioritised and expedited to allow the candidate to access post-results services within awarding body deadlines.

This may require significantly shorter timescales than those stated in this policy.

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### **Changes 2025/2026**

- Updated wording in Access Arrangements section to reflect UK GDPR and Data Protection Act 2018
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### **Centre-Specific Changes (March 2026)**

- Updated key staff:
  - Head of Centre: Ian Walsh
  - Assistant Principal: Ceri O’Sullivan
  - SLT Lead for Appeals: David McFaul
- Amended timeframes:

- Complaint acknowledgement reduced to 5 working days.
  - Appeals acknowledgement reduced to 5 working days.
- Added JCQ compliance wording to ensure:
  - Complaints and appeals are prioritised where linked to exam deadlines.
  - Processes are expedited where required.
- Clarified appeals process to confirm:
  - Internal appeals are conducted before referral to awarding bodies.