THE

ADEYFIELD ACADEMY

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Complaints Process Policy

Date: **October 2026**

Review Date: **September 2027**

Co-ordinator: **Mr A Hoque**

Signed by…….……. Dawn Mason (Headteacher)

Signed by…….…….. Leanne Stokoe (Chair of Governors)

This policy is reviewed and updated annually to ensure that any complaints at Adeyfield Academy are managed in accordance with current requirements and regulations and reflects centre practice.

1. Purpose

- The purpose of this policy is to confirm the arrangements for complaints at Adeyfield Academy and confirms compliance with JCQ's General Regulations for Approved Centres 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.

2. Grounds For Complaints

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

3. 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 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

4. 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 examination/assessment
- Candidate entered for a wrong examination/assessment
- Candidate entered for a wrong tier of entry

5. 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

6. 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 bod
- Post-results service:
- 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

7. 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, Adeyfield Academy encourages an informal resolution in the first instance.
- 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 complaint should be submitted in writing by completing a Complaints and Appeals form (Appendix 1)
- Forms are available from the Exams Office and the website
- Completed forms should be returned to the Exams Office

- Forms received will be logged by the centre and acknowledged within 7 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 will be provided to the complainant within 2 working weeks

8. Appeals

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

- Any appeal must be submitted in writing by again completing a Complaints and Appeals Form
- Forms received will be logged by the centre and acknowledged within 7 working days
- The appeal will be referred to the Chair of Governors
- The Chair of Governors (or Committee) will inform the appellant of the conclusion in due course

Appendix 1
Complaints and Appeals Form

Name of complainant/appellant	
Candidate name if different to complainant/appellant	
Please indicate: **Complaint/appeal against the centre's delivery of a qualification** **Complaint/appeal against the centre's administration of a qualification**	
● *If your complaint is lengthy please write as bullet points; please keep to the point and include relevant details such as dates, names etc. and provide any evidence you may have to support what you say.* ● *Your appeal should identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate* ● *If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed* Please state the grounds for your complaint/appeal below:	
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/appellant signature:	Date of signature: