



Complaints Policy 2024/25

Heathfield Community College

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Centre name	Heathfield Community College
Centre number	56405
Date policy first created	08/10/2024
Current policy approved by	Tom Flower
Current policy reviewed by	Tom Flower
Date of review	08/10/2024
Date of next review	01/11/2024

Key staff involved in the policy

Role	Name
Head of centre	Caroline Barlow
Senior leader(s)	Tom Flower Paul Evason
Exams officer	Hannah Russell
Other staff (if applicable)	Maria Richards- Examinations Assistant

This policy is reviewed and updated annually to ensure that any complaints at Heathfield Community College 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 Heathfield Community College and confirms compliance with JCQ's **General Regulations for Approved Centres** (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 and our internal appeals procedure.

Grounds for complaint

A candidate (or their/parent/carer) at Heathfield Community College 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 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

Additional grounds for complaint relating to teaching and learning:

Not Applicable

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 did not consent to record their personal data online (by the non-acquisition of a completed **candidate personal data consent form**)
- 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

Additional grounds for complaint relating to access arrangements:

Not Applicable

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

Additional grounds for complaint relating to examination entries:

Not Applicable

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

Additional grounds for complaint relating to the conducting of examinations:

Not Applicable

Results and Post-Results

- Before examinations, 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 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

Additional grounds for complaint relating to results and post-results:

Not Applicable

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, Heathfield Community College encourages an informal resolution in the first instance.

This can be undertaken by:

- If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, Heathfield Community College encourages an informal resolution in the first instance. This can be undertaken by consulting the College's Complaints Policy and Procedure which can be found on the College's website www.heathfieldcc.co.uk or requested from the Examinations office.. If a concern or complaint fails to be resolved informally, the candidate (or parent/carer) is then at liberty to make a formal complaint.

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

All documentation relating to the submission of a formal complaint is available from, and should be returned to:

- office@heathfieldcc.co.uk

Formal complaints will be logged and acknowledged within:

- 5 school Days.

To make a formal complaint, candidates (or parents/carers) must:

- follow these guidelines:
 - A concern or complaint can be made in person, by letter or email, or by telephone.
 - Complaints concerning the school staff (except the headteacher) should be made in the first instance to Ms C Barlow, headteacher via the school office. Please mark them as Private and Confidential.
 - Complaints that involve or are about the headteacher should be addressed to Mr R Karn, the chair of governors, via the school office. Please mark them as Private and Confidential.
 - Complaints about the chair of governors, any individual governor or the whole governing board should be addressed to the Clerk to the governing board via the school office.

Please mark them as Private and Confidential.

- Complainants should not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis and it may prevent them from considering complaints at stage 3 or 4 of the procedure..

How a formal complaint is investigated

Stage 1 – Review by Headteacher

This stage does not apply to complaints against the Headteacher, a Governor or the Governing Board.

The headteacher may delegate the investigation to another member of the school's senior leadership team but not the decision to be taken.

The complaint must be made to Ms C Barlow (headteacher) via the school office. This may be done in person, by letter (preferably on the complaint form), by email or telephone. The headteacher will record the date the complaint is received and will acknowledge receipt in writing, by letter or email, within 5 school days. Within this response, Ms C Barlow (headteacher) if needed will seek to clarify the nature of the complaint, what remains unresolved and what outcome the complainant would like to see. The headteacher will indicate if a face to face meeting is the most appropriate way to secure clarification or whether the complainant should respond by letter or email.

At the conclusion of the investigation, Ms C Barlow (headteacher) will provide a formal written response within 15 school days of the receipt of the complaint. If Ms C Barlow (headteacher) is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will refer to actions taken to investigate the complaint and an explanation of the outcome and the reason (s) for it. Where appropriate, it will include details of actions Heathfield Community College will take to resolve the complaint and any other actions the school will take to improve policy and practice.

Ms C Barlow (headteacher) will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1. Should the complainant wish to escalate their complaint to Stage 2, they must do so within 10 school days of the date of the formal written

response setting out the outcome of the Stage 1 process.

The findings and conclusion of any investigation will be provided to the complainant within:

- 15 school days of the receipt of the complaint.

Internal appeals procedure

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

To submit an appeal, candidates (or parents/carers) must:

- write to or email (preferably on the complaint form) the clerk to the governing board via the school office to request that their complaint is considered at Stage 2. They should set out the details of the complaint and include appropriate evidence. The complainant should also specify what they feel would resolve the complaint, and how they feel the previous stage of the procedure has not addressed their complaint sufficiently if this applies.

Please refer to the College's Complaints Policy and Procedures for full details and stage 3.

Appeals will be logged and acknowledged within:

- 5 school days.

The appeal will be referred to:

- The Governing Board.

It will be the responsibility of The Chair of Governors to inform the appellant of the final conclusion in accordance with the internal appeals procedure. to inform the appellant of the final conclusion in accordance with the internal appeals procedure.

Additional details on the internal appeals process:

Not applicable

Changes 2024/2025

(Changed) Under heading **Purpose of the policy:** (From) The purpose of this policy is to confirm the arrangements for complaints at Heathfield Community College and confirms compliance with JCQ's General Regulations for Approved Centres (sections 5.3, 5.8) in drawing to the attention of candidates and their parents/carers its written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification. (To) The purpose of this policy is to confirm the arrangements for complaints at Heathfield Community College and confirms compliance with JCQ's General Regulations for Approved Centres (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 and our internal appeals procedure.

Centre-specific changes

None at this time