



Complaints and Appeals Procedure (Reference: Examinations) 2025/2026

This procedure is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Lisa Richards, Principal	
Date of next review	February 2026

Key staff involved in the complaints and appeals procedure

Role	Name(s)
Principal	Lisa Richards
SLT members	Sheridan Lewis, Chris Cox
Examinations Manager	Cyanne Holt
PA to Principal	Kim Reeves

Purpose of the procedure

This procedure confirms Ashton Sixth Form College's compliance with JCQ's *General Regulations for Approved Centres 2024-25, section 5.3x* that the centre has in place "...a written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification."

Grounds for complaint

A candidate (or his/her/parent/guardian) may make a complaint on the grounds below (which 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
- The marking of an internal assessment, which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body (complainant should refer to the centre's *internal appeals procedure*)
- Centre fails to adhere to its *internal appeals procedure*
- Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of his/her 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

Access arrangements/Reasonable Adjustments/Special Consideration

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding his/her access arrangements
- Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed Data Protection Notice)
- 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 put in place failed during exam/assessment
- Approved access arrangement(s)/reasonable adjustments 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
- Special Consideration application not reasonably considered for submission or submitted outside of the published deadline

Entries/Bookings

- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/guardian)
- Candidate not entered/booked or entered late (incurring a late entry fee) for a required exam/assessment
- Candidate entered/booked for a wrong exam/assessment
- Candidate entered/booked for a wrong tier of entry (GCSE Maths Resit ONLY)

Conducting examinations/assessments

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

Results and Post-results

- Before exams, candidate not made aware of the arrangements for post-results services and the accessibility 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 decision on the submission of an enquiry
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- Candidate (or parent/guardian) unhappy with a result (complainant to refer via Exams Department to awarding body *post-results services*)
- Candidate (or parent/guardian) unhappy with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal (complainant to refer via Head of Subject or Examinations Department to the centre's *Internal Appeals Procedure for Review of Marking*)
- Centre applied for the wrong post-results service/or for the wrong exam paper
- 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

Complaints and appeals procedure

If a candidate (or his/her parent/guardian) or staff has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, Ashton Sixth Form College encourages him/her to try to resolve this informally in the first instance, and this concern or complaint should be made in writing or verbally to the pupils Senior Tutor, Subject Teacher or Head of Department.

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

How to make a formal complaint

- A complaint should be submitted in writing to the Principal.
- Ashton Sixth Form College's *Formal Complaints Policy and Procedure* is enclosed.
- Letters received will be logged by the centre and acknowledged within 5 working days.
- The findings and conclusion will be provided to the complainant within 10 working days.

Appeals

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

- Any appeal (not including internal appeals for review of marking of non-exam assessments, appeals against Post Result Services or appeals against malpractice decisions) must be submitted in writing to the Governing Body Appeals Panel.
- Forms received will be logged by the centre and acknowledged within 5 days.
- The appeal will be referred to the Clerk to the Trust for consideration.
- The Chair of Governors via the Clerk to the Trust will inform the appellant of the final conclusion in 10 working days.
- Representations by candidates (appellants) for appeals against Access Arrangements/Reasonable Adjustments/Special Consideration decisions must be requested in writing, setting out the grounds for a preliminary appeal, and forwarded to the relevant awarding body by the Head of Centre. Internal candidates and/or their parents/guardians are not entitled to appeal directly to the awarding body. The Head of Centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements. Where the decision is made to process an appeal, this should be done within 14 calendar days of receiving the original decision. Awarding bodies may not accept appeals submitted outside of this timescale. Candidates will be advised of appeal hearing requirements.
- Appeals pertaining to review of marking of internal assessments and non-exam assessments must be addressed as per the separate *Appeals against Internal Marking*.
- Where there is an appeal against Malpractice or Maladministration, learners and staff are required to follow the process as per the *Appeals Procedures Against Malpractice Decisions*.
- Learners and Staff must go through the centre's appeal process to be escalated to the Awarding Organisation.