

Safeguarding Statement

Langley Park School for Girls is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Equality & Diversity Statement

Langley Park School for Girls is committed to valuing and celebrating diversity and promoting equality of opportunity for all its staff and students. We are working to create a learning and working environment which is free from prejudice, discrimination, intimidation and all forms of harassment including bullying. Respect for rights is at the heart of our planning, policies, practice and ethos and we expect all members of our school community to model this in their behaviour and relationships.

LANGLEY PARK SCHOOL FOR GIRLS

COMPLAINTS POLICY (EXAMS)

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| Approval Body: | Governing Body |
| Approval Date: | Autumn 2024 |
| Implementation Date: | Autumn 2024 |
| Designated Person (as appropriate): | Headteacher |
| Committee with Remit (as appropriate): | |
| Review Date: | Autumn 2025 |

Version History

| Version | Approval Date | Summary of Changes |
|----------------|----------------------|---------------------------|
| 1.1 | | Name changes |
| | | |

Key staff involved in the policy

| Role | Name(s) |
|------------------|--------------------------------|
| Head of centre | Stephen Whittle |
| Exams officer | Sarah McAleer |
| Senior leader(s) | Emma Ashman-Clark, Paul Seward |

Purpose of the policy

This policy confirms Langley Park School for Girls' (hereafter LPGS) 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 will cover general complaints regarding the centre's delivery or administration of a qualification.

Grounds for complaint

A candidate (or his/her/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 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
- Candidate unhappy with internal assessment decision (complainant to refer via the relevant 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 his/her 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 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 Head of Centre 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

- 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 a 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 Deputy Head Teacher 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 his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, LPGS encourages him/her to try to resolve this informally in the first instance, following the process in our general Complaints Policy (published 15 Dec 2022). A concern or complaint should be made in person, in writing, by email or by telephone. If the complaint is issued verbally, it must be recorded clearly by the member of staff receiving the complaint.

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

How to make a formal complaint

- A formal complaint should be submitted in writing by completing a **complaints form**
- Forms are available from the school Complaints Policy (Appendix 1)
- Completed forms should be returned to Ms Ralston, Headteacher@lpgs.bromley.sch.uk
- Forms received will be logged by the centre and receipt will be acknowledged in writing (either by letter or email) within 3 school days

How a formal complaint is investigated

- The Headteacher may delegate the investigation to another member of the school's senior leadership team (who is not involved in the grounds for complaint and has no personal interest in the outcome) but not the decision to be taken. During the investigation, the Headteacher (or investigator) will:

- If necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish.
- Keep a written record of any meetings/interviews in relation to their investigation. At the conclusion of their investigation, the Headteacher will provide a formal written response within 15 school days of the date of receipt of the complaint. If the Headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date. The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions we will take to resolve the complaint. The Headteacher will advise the complainant of how to submit an internal appeal, or escalate their complaint to a panel hearing (stage 3), should they remain dissatisfied with the outcome

Internal appeals process

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

- The internal appeals process is outlined in the LPGS Exam Policy, p.17

Stage 3 panel hearing

- The panel hearing process is outlined in the School Complaints Policy, p.8

Complaints form

Please tick box to indicate the nature of your complaint

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

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|---------------------|--|
| FOR CENTRE USE ONLY | |
| Date received | |
| Reference No. | |

| | |
|---|--------------------|
| Name of complainant | |
| Candidate name (if different to complainant) | |
| Please state the grounds for your complain below: | |
| <p>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</p> | |
| 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

On receipt, all complaints are assigned a reference number and logged. Outcome and outcome date is also recorded.

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