

# Complaints Policy (Exams)

Fcb'8YUf]b[ '1 H7

## Complaints Policy (Exams)

7YbhfY'BUa Y	Fcb'8YUf]b[ 'I H7
7YbhfY'Bi a VYf	(( &%*
8UHf'dc`]VhZ]fghWYUHfX	%) #-\$- #&\$&'
7i ffYbhdC`]VhUddfcj YX Vm	GhYj Y'K ]`UWth
7i ffYbhdC`]VhfYj ]Yk YX Vm	?]YfUb`7cW_Yf
8UHf'cZbYI hfYj ]Yk	\$) #-\$- #&\$&(

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### Key staff involved in the policy

Role	Name
<YUX'cZ7YbhfY	GhYj Y'K ]`UWth
GYb]cf`YUXYffgk	GUFUA`DUg\`YmA Uf_C`YfYbg\Uk
9I Ua g'cZ]Wf	?]YfUb`7cW_Yf
CH Yf'ghUZZ]fZUdd`]WV`Yk	@]mGUk mYfgz'D5

s

H\]g'dfcWXi fY`]gfyj ]Yk YX`UbX`i dXUHfX`Ubbi U`nsc`Ybgi fY`h`Uh`h`Y`Vca d`U]bhg`Uh`Fcb`8YUf]b[ 'I H7`UfY`a`UbU[ YX`]b`UW`fX`UbW`k`]h`W`ffYbhfYei ]fYa`Ybhg`UbX`fY[ i`U]cbg"

FYZfYbW`]b`h`]g'dfcWXi fY`hc`; F`fYZfYg`hc`h`Y`>E`di`V`]W]h]cb`General Regulations for Approved Centres"

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## Purpose of the policy

H\Y'di fdcgY'cZh\jg'dc'jVh]g'hc Vt'bzfa 'h\Y UffUb[ Ya Ybhg'Zcf Vt'a d'U]bhg'UhFcb'8YUf]b[ 'I H7'UbX Vt'bzfa g' Vt'a d'U]bV'k ]h\>E g'General Regulations for Approved Centres f]gYV]cbg)' " z) ", E]b XfUk ]b[ 'hc 'h\Y' UH\Ybh]cb'cZVbX]XUH\Yg'UbX'h\Y'f'dUfYbh#WfYfg]hg'k f]H\Y' Vt'a d'U]bhg'UbX UddYU'g'dfcWXi fY'k \]V\ Vt'j Yfg [YbYfU' Vt'a d'U]bhg'fY[ UfX]b[ 'h\Y WbhfY'g'XY'j] Yfmc'f'UXa ]b]ghfUh]cb'cZU'ei U'Z]Vh]cb"

## Grounds for complaint

5'WbX]XUH\Y'f'f'\]g#A Yf#dUfYbh#WfYf'U'UhFcb'8YUf]b[ 'I H7'a Uma U\_Y'U'Vt'a d'U]bh]cb'h\Y'[ fci bXgVY'ck 'fH\jg]' bchUb'YI \Ui gh]j Y''jht'

## Teaching and Learning

E i U']mcZHYUW\]b[ 'UbX''YUfb]b[ zZcf'YI Ua d'Y.

Bcb!gi V'YVh'gdYV]U'ghhYUW\Yf'k ]h\ci hUXYeI UH\Y'fU]b]b[ #gi V'YVh'a UH\Y'f'YI dYfh]gY'i h]j]gYX'cb'U''cb[! hYfa 'VU]g]

HYUW\Yf''UW]b[ '\_bck'YX[Y'cZbYk 'gdYV]Z]Vh]cb#bVt'ffYVh'Vt'fY Vt'bhYbh]gh X]YX#Uj [ \h

7cfY Vt'bhYbh]cb'UXYeI UH\Y'mVt'j YfYX

U'UXYeI UH\Y'ZYXVUW\Zcf'U'WbX]XUH\Y'Zc''ck ]b[ 'UggYgga Ybhf]t

DfY!fY'YUgY#UXj UbW'a UH\Y'f]U'gYh'Ug\_ ]ggi YX Vmh\Y'Uk UfX]b[ 'VcXmbch'dfcj ]YX'cb'h]a Y'hc'Ub' YI Ua ]bU]cb'WbX]XUH\Y

H\Y'hU\_]b[ 'cZUb'UggYgga Ybhz'k \]V\ Vt'bh]Vi hYg'hc'h\Y'Z]bU''[ fUXY'cZh\Y'ei U'Z]Vh]cb'z'bc'hVt'bXi Vh'X' UWt'fX]b[ 'hc'h\Y'>E #Uk UfX]b[ 'VcXm]bghfi V]cbg]

7UbX]XUH\Y'bch]bZcfa YX'cZh\Y]f'WbhfY'UggYggYX'a Uf\_'df]cf'hc'a Uf\_g'VY]b[ 'gi Va ]hYX'hc'h\Y'Uk UfX]b[ 'VcXm

7UbX]XUH\Y'bch]bZcfa YX'cZh\Y]f'WbhfY'UggYggYX'a Uf\_]b'gi Z]VYbh]h]a Y'hc'fYeI Ygh#UddYU''U'fYj ]Yk'cZ'a Uf\_]b[ 'df]cf'hc'a Uf\_g'VY]b[ 'gi Va ]hYX'hc'h\Y'Uk UfX]b[ 'VcXm

7UbX]XUH\Y'bch[ ]j Yb'gi Z]VYbh]h]a Y'hc'fYj ]Yk'a UH\Y'f]U'g'hc'a U\_Y'U'XYV]g]cb'k \Yh\Yf'hc'fYeI Ygh'U'fYj ]Yk'cZ'h\Y'WbhfY'UggYggYX'a Uf\_

7UbX]XUH\Y'i b\Uddmk ]h\ ]bhYfbU'UggYgga YbhXYV]g]cb'fVt'a d'U]bUb]hc'fYZYf'hc'h\Y'WbhfY'f]j'internal appeals procedure

7YbhfY'ZU]g'hc'UX\YfY'hc'jhg]bhYfbU'UddYU'g'dfcWXi fY

5XX]h]cbU''[ fci bXg'Zcf Vt'a d'U]bhYf'U]b[ 'hc'hYUW\]b[ 'UbX''YUfb]b[ .

BchUdd']VW'Y

## Access arrangements and special consideration

7UbX]XUH\Y'bchUggYggYX'Vmh\Y'WbhfY'g'Uddc]bhYX'UggYggcf

7UbX]XUH\Y'bch]bj'c'j YX'j]b'XYV]g]cbg'a UXY'fY[ UfX]b[ 'h\Y]f'UWV'gg'UffUb[ Ya Ybhg

7UbX]XUH\Y'X]X'bchVt'bgYbh]hc'fYVt'fX'h\Y]f'dYfgcbU''XUH'cb']bY'fVmh\Y'bc'b!UW'ei ]g]h]cb'cZU' Vt'a d'YH\X'scandidate personal data consent form

7UbX]XUH\Y'bch]bZcfa YX#UXYeI UH\Y'm]bZcfa YX'cZh\Y'UffUb[ Ya Ybhf]t]b'd'UW'UbX'h\Y'gi V'YV]g'cf' Vt'a dcbYbh]cZgi V'YV]g'k \YfY'h\Y'UffUb[ Ya Ybhf]t'ci 'X'bchUdd'm

9I Ua ]bU]cb']bZcfa U]cb'bchUdd'fcd]f]UH\Y'mUXUdhYX'Zcf'U'X]gUV'YX'WbX]XUH\Y'hc'UWV'gg]h

5XUdhYX`Yei`]da`Ybh`#Ugg]ghj`Y`hY`W`bc`c`[`midi`h`b`d`UW`ZU`YX`Xi`f]b[`YI`Ua`]bUh]cb#UggYgga`Ybh

5ddfcj`YX`UW`gg`UffUb[`Ya`Ybh`fg`bchdi`h]b`d`UW`Uh`h`Y`h]a`Y`cZUb`YI`Ua`]bUh]cb#UggYgga`Ybh

5ddfcdf]UHY`UffUb[`Ya`Ybh`fg`bchdi`h]b`d`UW`Uh`h`Y`h]a`Y`cZUb`YI`Ua`]bUh]cb#UggYgga`Ybh`Ug`U`W`bgYei`YbW`  
cZU`hYa`dcfUfm]b`f`fmcf`]a`dU]fa`Ybh

7UbX]XUH`i`b`Uddmik`]h`W`bhfY`XY`W]g]cb`fY`Uh]b[`hc`UW`gg`UffUb[`Ya`Ybh`g`cf`gdY`W`U`W`bg]XYfUh]cb`  
fW`a`d`U]bUbh]c`fYZf`hc`h`Y`W`bhfY`f]`internal`appeals`procedure`

7YbhfY`ZU]`g`hc`UX`YfY`hc`]hg]`bhYfbU`UddYU`g`dfcW`Xi`fY

5XX]h]cbU`[`fci`bXg`Zcf`W`a`d`U]bhfY`Uh]b[`hc`UW`gg`UffUb[`Ya`Ybh`g.

BchUdd`]W`V`Y

Entries

:`U]`i`fY`hc`W`Uf`mYI`d`U]b`U`XY`W]g]cb`cZYUf`mYbhf`mZcf`U`ei`U`]Z]W]h]cb`hc`W`bX]XUH`i`f`d`UfYbh`W`fYf`

7UbX]XUH`i`bchYbhYfYX`#YbhYfYX`U`hY`f]bW`ff]b[`U`U`hY`Ybhf`mZY`E`Zcf`U`fYei`]fYX`YI`Ua`]bUh]cb#UggYgga`Ybh

7UbX]XUH`i`YbhYfYX`Zcf`U`k`fcb[`YI`Ua`]bUh]cb#UggYgga`Ybh

7UbX]XUH`i`YbhYfYX`Zcf`U`k`fcb[`h]Yf`cZYbhf`m

5XX]h]cbU`[`fci`bXg`Zcf`W`a`d`U]bhfY`Uh]b[`hc`YI`Ua`]bUh]cb`Ybhf]Yg.

BchUdd`]W`V`Y

Conducting examinations

:`U]`i`fY`hc`UX`Yei`UH`i`mVf]YZ`W`bX]XUH`i`cb`YI`Ua`]bUh]cb`h]a`Y`hU`V`Y`#`fY[`i`U`h]cbg`d`f]cf`hc`  
YI`Ua`]bUh]cb#UggYgga`Ybh`U\_]b[`d`UW`

Fcca`]b`k`\\]W`UggYgga`Ybh`Y`X`X]X`bchdfcj`]XY`W`bX]XUH`i`k`]h`Uddfcdf]UHY`W`bX]h]cbg`Zcf`hU\_]b[`h`Y`  
YI`Ua`]bUh]cb

#UXYei`UH`i`b]`][`]U]h]cb`]b`YI`Ua`]bUh]cb`fcca

:`U]`i`fY`hc`W`bXi`W`h`Y`YI`Ua`]bUh]cb`UW`b`fX]b[`hc`h`Y`fY[`i`U`h]cbg

C`b`]b`Y`g`n`g`h`Y`a`ZU]`YX`Xi`f]b[`f`b!`g`W`Y`Y`b`E`YI`Ua`]bUh]cb#UggYgga`Ybh

8]gfi`dh]cb`Xi`f]b[`h`Y`YI`Ua`]bUh]cb#UggYgga`Ybh

5`Y`[`YX`Zgi`gdY`W`Y`X`cf`UW`i`U`a`U`d`f`UW`h]W`]b`V]X`Y`b`h`b`c`h]b]`Y`g`h][`UH`Y`X`#`Y`d`c`f`h`Y`X`

:`U]`i`fY`hc`]b`Zcf`a`#`d`X`UH`i`W`bX]XUH`i`cb`h`Y`UW`d`h`Y`X`#`f`Y`Y`W`Y`X`ci`h`W`a`Y`c`Z`U`gd`Y`W`U`W`b`g]X`Y`f`U`h]cb`  
Udd`]W]h]cb`]Z`d`f`c`j`]X`Y`X`V`m`U`k`U`f`X]b[`V`c`X`m`

5XX]h]cbU`[`fci`bXg`Zcf`W`a`d`U]bhfY`Uh]b[`hc`h`Y`W`bXi`W]b[`cZYI`Ua`]bUh]cbg.

BchUdd`]W`V`Y

Results and Post-Results

6YzcfY`YI`Ua`]bUh]cbg`Z`W`bX]XUH`i`bcha`UX`Y`U`k`U`f`Y`c`Z`h`Y`U`ff`Ub[`Ya`Ybh`g`Zcf`d`c`g`h`f`Y`g`i`h`g`g`Y`f`j`]W`g`U`b`X`h`Y`  
Uj`U]`U`V`]`]m`c`Z`g`Y`b]cf`a`Ya`V`Y`f`g`c`Z`W`b`h`f`Y`g`h`U`Z`U`Z`h`f`h`Y`di`V`]W]h]cb`c`Z`f`Y`g`i`h`g`

7UbX]XUH`i`bch`Uj`b[`UW`gg`hc`U`a`Ya`V`Y`f`c`Z`g`Y`b]cf`g`h`U`Z`U`Z`h`f`h`Y`di`V`]W]h]cb`c`Z`f`Y`g`i`h`g`hc`X]g`W`gg`#`a`U`\_`Y`U`  
XY`W]g]cb`cb`h`Y`gi`Va`]gg]cb`c`Z`U`f`Y`gi`h`g`f`Y`j`Y`k`#`Y`bei`]f`m`

7UbX]XUH'fYei YghZcf'fYH fb'cZk cf\_UZhf'a cXYfUH]cb'UbX'k cf\_'bchUj U]'UV'Y#X]gdcgYX'cZYUf']Yf'h.Ub' U'ck YX']b'h.Y.fY[i 'Uh]cbg

7UbX]XUH'f'f'dUFYbh#WfYfEi b\Uddmk ]h' U'fYgi 'hfW'a d'U]bUbh'hc'fYZf'j ]U'YI Ua g'cZZ]Wf'hc'Uk UfX]b[ ' VcXmpost-results servicesk

7UbX]XUH'f'f'dUFYbh#WfYfEi b\Uddmk ]h' U'W'bfY'XYW]g]cb'bch'hc'gi ddcfhU'Wf]W'fY!W'YW'zU'fYj ]Yk'cZ a Uf\_]b[ zU'fYj ]Yk'cZa cXYfUH]cb'cf'Ub'UddYU'fW'a d'U]bUbh'hc'fYZf'hc'h.Y'W'bfY'g'internal appeals procedurek

7Ybh'fY'ZU]g'hc'UX\YfY'hc']hg]bh'fbU'UddYU'g'dfcW'Xi fY

7Ybh'fY'Udd']YX'Zcf'h.Y'k fcb[ 'dcgh'fYgi 'hg'gYfj ]W'#cf'h.Y'k fcb[ 'gW]dhZcf'U'WbX]XUH'

7Ybh'fY'a ]ggYX'Uk UfX]b[ 'VcXmXYUX']bY'hc'Udd'mZcf'U'dcgh'fYgi 'hg'gYfj ]W'

7Ybh'fY'Udd']YX'Zcf'U'dcgh'fYgi 'hg'gYfj ]W'Zcf'U'WbX]XUH'k ]h'ci h[ U]b]b[ 'fYei ]fYX'WbX]XUH' V'bgYbh'dYfa ]gg]cb

5XX]h]cbU' [ fci bXg'Zcf'W'a d'U]bh'fY'Uh]b[ 'hc'fYgi 'hg'UbX'dcgh'fYgi 'hg.

BchUdd']WV'Y

### Raising a concern/complaint

Z'U'WbX]XUH'f'f'dUFYbh#WfYfEi\ Ug'U' [ YbYfU'W'ebW'fb'cf'W'a d'U]bh'UV'ci h'h.Y'W'bfY'g'XY']j Yfmc'f' UXa ]b]gh'fUH]cb'cZU'ei U']Z]W]h]cbz'Fcb'8YUf]b[ '1 H7 YbW'ei fU[ Yg'Ub']bZ'cfa U'fYgc'i h]cb']b'h.Y'Z]fgh]bgh'UbW'" H\]g'Wb'VY'i bXYfhU\_Yb'Vm'fU]g]b[ 'h.Y'W'ebW'fb'cf'W'a d'U]bh]b'dYf'gcbz'Vm'h'Y'd\cbY'cf']b'k'f]h]b[ 'hc'h.Y'<YUX' cZ7Ybh'fY'"

Z'U'W'ebW'fb'cf'W'a d'U]bh'ZU]g'hc'VY'fYgc'j YX']bZ'cfa U'n'z'h.Y'WbX]XUH'f'f'dUFYbh#WfYfEi]g'h'Yb'Uh']VY'fmi'hc' a U\_Y'U'Z'cfa U'W'a d'U]bh'

### How to make a formal complaint

6' @m' a YbH]cb'fY'Uh]b[ 'hc'h.Y'gi Va ]gg]cb'cZU'Z'cfa U'W'a d'U]bh]g'Uj U]'UV'Y'Z'cfa z'UbX'g'ci 'X'VY'fYH'fb'YX' hc' @]m'Guk nYfgz'D5": cfa U'W'a d'U]bh]g'k ]'VY'c[ [ YX'UbX'UW'bck fa "

5XX]h]cbU`XYhU]`g'cb`h\Y`]bhYfbU`UddYU`gdfcWgg.

BchUdd`]WV`Y

s

## Changes 2023/24

f7\Ub[ YXŁ5`fYZfYbWg'hc VŁa d`U]bhg'UddYU'g'dfcWXi fY'fHcŁVŁa d`U]bhg'dc`]Vh

f7\Ub[ YXŁ<YUX]b[ '!sComplaints and appeals proceduresfHcŁRaising a concern/complaint

f7\Ub[ YXŁG V!\YUX]b[ '!sAppeals fHcŁ<YUX]b[ '!sinternal appeals procedure UbX'i dXUHYX'h\Y'dfcWgg

## Centre-specific changes

I dcb'fYj ]Yk ]b'GYdhYa VYf'&\$&' žbc WbhfY!gdYVZ]W dXUHYg'cf`W Ub[ Yg'k YfY'Udd`]WV`Y'hc'h\]g'XcW a Ybh'