



65g. Exams Complaints & Appeals Policy

Date adopted: November 2025

Next review: November 2026

See EOTAS policy control document (held by the Business Manager) for status, notes and actions pertaining to this policy



Exams Complaints & Appeals Policy

Version	Status	Date	Title of Reviewer	Purpose/Outcome
1.0	Adopted	September 2023	Headteacher	Adoption of Exams Complaints & Appeals Policy
2.0	Amended	18.11.2024		Amended date of review no changes made
3.0	Reviewed	05.11.2025	Headteacher	Amended date of review no changes made



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Purpose of the procedure

This procedure confirms EOTAS' compliance with JCQ's *General Regulations for Approved Centres* (section 5.8) that the centre will *draw to the attention of candidates and their parents/carers their 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/carer) may make a complaint on the grounds below -

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, is not undertaken according to the requirements of the awarding body.
- Centre fails to adhere to its *internal appeals procedure*.
- Candidate not informed of his/her centre-assessed marks before 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 before marks are submitted to the awarding body.
- Candidate not given sufficient time to review materials to decide whether to request a review of centre-assessed marks.

Access arrangements

- 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 *Personal data consent, Privacy Notice (AAO) and Data Protection confirmation* 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 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 because of a temporary injury or impairment

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
- The room in which the exam was held did not provide the candidate with appropriate conditions for taking the exam
- Inadequate invigilation in the 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 incidents not investigated/reported
- Eligible application for special consideration for a candidate not submitted/not submitted to the timescale
- Failure to inform/update the candidate on the outcome of a special consideration application

Results and post-results

- Before exams, a candidate is 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/decide 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's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal (complainant to refer via [insert who] to the centre's *internal appeals procedure*)
- Centre applied for the wrong post-results service/ the wrong exam paper for a candidate
- Centre missed the awarding body deadline to apply for a post-results service
- Centre applied for a post-results service for a candidate without gaining the required candidate consent/permission



Complaints and appeals procedure

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, EOTAS encourages him/her to try to resolve this informally in the first instance. For example - a concern or complaint should be made in person, by telephone or in writing to the head of the centre.

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 complaint should be submitted in writing on a Complaints & Appeals Form
- Forms are available from the Exams Officer, EOTAS Swindon (exams@eotas.swindon.sch.uk)
- Completed forms should be returned to the Exams Officer
- Forms received will be logged by the centre and acknowledged within 5 calendar 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 10 working weeks]

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 5 calendar days
- The appeal will be referred to the Chair of the Management Committee for consideration
- The Chair of the Management Committee will inform the appellant of the conclusion in due course



Complaints and appeals form

Please tick box to indicate the nature of your complaint/appeal

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

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Name of complainant/appellant	
Candidate name if different to complainant/appellant	
Please state the grounds for your complaint/appeal below	
<p>If your complaint is 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 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 <i>If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed</i></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/appellant signature: signature:	Date of

This form must be completed in full; an incomplete form will be returned to the complainant/appealant



