

# Complaints-Exams

Red Kite Learning Trust 1

Crawshaw Academy

2023/24

## Complaints-Exams

Centre Name	Red Kite Learning Trust 1
Centre Number	37675
Date policy first created	08/12/2023
Current policy approved by	Robin Ghosal
Current policy reviewed by	Anita Beeby
Date of next review	02/12/2024

## Key staff involved in the policy

Role	Name
Head of Centre	Adam Daly
Senior leader(s)	Robin Ghosal Pali Dhesi Jane Wearing Dawn Nicholson
Exams officer	Anita Beeby
Other staff (if applicable)	

This procedure is reviewed and updated annually to ensure that the complaints at Red Kite Learning Trust 1 are managed in accordance with current requirements and regulations.

Reference in this procedure to GR refers to the JCQ publication **General Regulations for Approved Centres**.

## Purpose of the policy

The purpose of this policy is to confirm the arrangements for complaints at Red Kite Learning Trust 1 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 and appeals procedure which covers general complaints regarding the centre's delivery or administration of a qualification.

## Grounds for complaint

A candidate (or his/her/parent/carer) at Red Kite Learning Trust 1 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 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:

N/A

### 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:

N/A

### **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:

N/A

### **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:

N/A

## **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:

N/A

## **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, Red Kite Learning Trust 1 encourages an informal resolution in the first instance. This can be undertaken by Emailing the Head of Centre at [info@ca.rklt.co.uk](mailto:info@ca.rklt.co.uk).

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 A formal complaint may be submitted to the Red Kite Learning Trust, Pannal Ash Road, Harrogate HG2 9PH or [info@rklt.co.uk](mailto:info@rklt.co.uk). Formal complaints will be logged and acknowledged within Two days.

To make a formal complaint, candidates (or parents/carers) must Write or email to:  
Red Kite Learning Trust, Pannal Ash Road, Harrogate  
HG2 9PH or [info@rklt.co.uk](mailto:info@rklt.co.uk).

### **How a formal complaint is investigated**

The CEO (or Chair of the Trust for complaints about RKLTL) may conduct the Stage 2 formal investigation themselves or instruct an appropriate person to conduct the investigation. The investigating person should refer to the Trust guidance regarding the duties and role of the Investigating Officer.

The investigator may decide to meet with the complainant, or anyone who is the subject of the complaint, if they feel it would be appropriate for the investigation; however, there is no expectation that an investigation will always include this.

See RKLTL Complaints Policy

The findings and conclusion of any investigation will be provided to the complainant within The CEO/Chair will consider the findings and evidence from the formal investigation and confirm the outcome in writing within 20 school days of confirming a formal investigation will be undertaken..

## **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 If the complainant is not satisfied with the decision made at Stage 2 formal investigation, or

unhappy with the investigation process, they may appeal to a Complaint Review Panel.

10.6 Where the complaint is regarding an individual RKL school the Complaint Review Panel will be made up of two Governors from the School's Local Governing Body ("LGB") and one person who is independent of the management and running of the school.

The complainant must request an appeal panel in writing within 20 school days of receiving the decision after the Stage 2 formal investigation or it will not be considered, except in exceptional circumstances. The request should be sent to [info@rkl.co.uk](mailto:info@rkl.co.uk)

See RKL Complaints Policy.

Appeals will be logged and acknowledged within The Complaint Review Panel clerk will write to the complainant within five school days to confirm receipt of the request and provide details of further action to be taken.

See RKL Complaints Policy.

The appeal will be referred to The clerk will convene a panel of two Governors/Trustees and one independent person. All three panel members will have had no prior involvement in the matter.

See RKL Complaints Policy.

It will be the responsibility of Head of Centre to inform the appellant of the final conclusion in accordance with the internal appeals procedure.

Additional details on the internal appeals process:

RKL Complaints Procedure Internal Appeals Procedure Exams Policy -all available on the school website

## **Changes 2023/24**

(Changed) All references to complaints and appeals procedure (To) complaints policy

(Changed) Heading - **Complaints and appeals procedure** (To) **Raising a concern/complaint**

(Changed) Sub-heading - **Appeals** (To) Heading - **Internal appeals procedure** and updated the process

## **Centre-specific changes**

Upon review, no centre-specific updates or changes were applicable to this document.