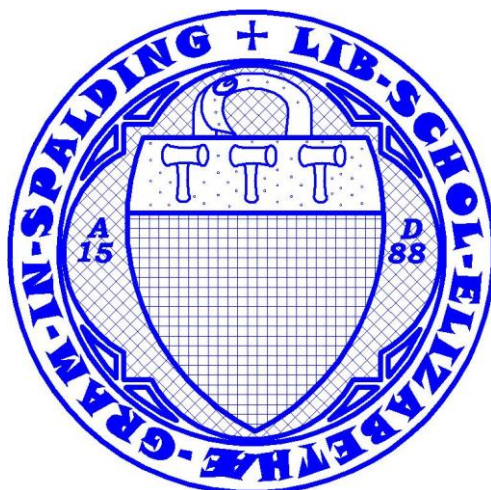


Spalding Grammar School



Complaints Policy (Examinations)

Author:	Mrs N Franklin – Examinations Officer
Approved by:	Mrs E Davison – Assistant Headteacher i/c Assessment, Data and Examinations
Review Cycle:	Annually
Date of Policy:	January 2026
Next Review Date:	December 2026

Key staff involved in the Policy:

Role	Name(s)
Centre Number	26233
Head of Centre	Mrs M K Anderson
Assistant Headteacher i/c Assessment, Data and Examinations	Emma Davison
Examinations Officer	Nicola Franklin
SENDCo	Amanda Johnson
Senior Leadership Team	Suzanne Ingram Anthony Brooks Emma Davison Gareth Baker Alison Harrison Wild

This policy is reviewed and updated annually to ensure that access arrangements process at Spalding Grammar School is managed in accordance with current requirements and regulations.

References in this policy to GR, ICE and AA refer to the following JCQ documents for September 2025 – August 2026

- General Regulations for Approved Centres
- Instructions for conducting examinations

Please refer to the [School / Lincolnshire County Council Procedure](#) for more information about the procedure for making a complaint to Spalding Grammar School.

Purpose of the Policy

The purpose of this policy is to confirm the arrangements for processing complaints at Spalding Grammar School relating to examinations and assessments and confirms compliance with JCQ's General Regulations for Approved Centres (5.3, 5.8) in drawing to the attention of candidates and their parents/carers our written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification and our internal appeals procedure.

The policy is reviewed annually to ensure complaints relating to examinations/assessments are managed in accordance with current JCQ regulations and awarding body requirements and the Lincolnshire County Council Complaints Procedure (available on the school website).

Grounds for Complaint

A candidate (or their parent/carer) at Spalding Grammar School may make a complaint on the grounds below (the lists are not exhaustive):

Teaching and Learning

- 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

Access Arrangements and Special Consideration

Refer to the Internal Appeals Policy in the first instance for registering a concern related to Access Arrangements and Special Considerations.

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding their access arrangements
- 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

Entries

- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- Candidate not entered for an examination/assessment or entered for a wrong examination/assessment
- Candidate entered for a wrong tier of entry

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

Results and Post Results

Refer to the Internal Appeals Policy in the first instance for registering a concern related to Results and Post Results.

- Candidate not made aware of the arrangements for post-results services before the examinations 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 Examinations 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

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, Spalding Grammar School encourages an informal resolution in the first instance.

In the first instance a candidate and/or parent/carer can raise a concern by completing an internal appeals form (refer to Internal Appeals Policy) or where this is not relevant contact the Examinations Officer or Assistant Headteacher i/c Assessment, Data and Examinations in writing to register their concern.

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

To make a formal complaint candidates (parents/carers) must complete the **Complaint Form (Examinations) Appendix A** in this document, giving details of the formal complaint and email it to the **Head of Centre** at exams@spaldinggrammar.lincs.sch.uk

Formal complaints will be logged and acknowledged within **3 working days**.

How a Formal Complaint is Investigated

The Head of Centre will investigate the complaint further 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 fully, fairly and carefully. The Head of Centre will ensure that the complainant is kept informed of progress and report on the findings and conclusion.

The findings and conclusion of any investigation will be provided to the complainant in writing within **10 working days**.

Appeal against Complaint

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 submit full details, in writing to the Head of Centre, as to why they remain dissatisfied and why there are clear grounds for an appeal. The

Head of Centre will refer the appeal to the Chair of Governors (or a special committee of the governing body) for consideration.

Appeals will be logged and acknowledged within **10 working days**.

It will be the responsibility of the Chair of Governors to inform the appellant of the final conclusion in accordance with the internal appeals procedure outlined in the Complaints Policy (available in Policies, on the Spalding Grammar School website at [Spalding Grammar School - Policies](#)).

Appendix A

Complaint Form (Examinations)

Please complete and return to the Head of Centre (as outlined above) who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name (if appropriate):

Your relationship to the pupil:

Address:

Postcode:

Daytime telephone number:

Evening telephone number:

Please give details of your complaint (including subject / examination details and if relevant date of examination):

**What action, if any, have you already taken to try and resolve your complaint?
(Who did you speak to and what was the response?)**

What actions do you feel might resolve the problem at this stage?

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Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official Use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: