



COMPLAINTS POLICY EXAMINATIONS

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.

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Additional grounds for complaint relating to teaching and learning:

Access arrangements and special consideration

Alleged, suspected or actual malpractice incident not investigated/reported.

Failure to inform/update candidate on the accepted/rejected outcome of a

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:

4. Raising a concern/complaint

If a candidate (or parent/carer) has a general concern or complaint about the content or administration of a qualification, Percy Hedley School encourages an informal resolution in the first instance. This can be undertaken by Raising a complaint or concern by contacting the Exams Officer in writing or by email. The Exams Officer will discuss this with the Subject Teacher/ SLT.

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

