

Date due for ratification  
at Full Governors'  
Meeting

**12 March 2026**



Review  
Teaching, Learning  
& Standards  
Committee

# **Complaints Policy (Exams) 2025-2026**

**NOTRE DAME HIGH SCHOOL**

**Part of St John the Baptist Catholic Multi Academy Trust**

**Company No: 7913261**

**Registered Office: Surrey Street, Norwich NR1 3PB**

## **THE SCHOOL MISSION STATEMENT**

*I have come so that they may have life and have it to the full*  
(John 10:10)

We are a joyous and inclusive Catholic school, inspired by the love of God and the teachings of Jesus,  
specifically faith, hope, forgiveness and peace.

Our community is committed to a rounded education that develops knowledgeable, morally informed and  
compassionate young leaders.



If you need this document in large print, audio, Braille, alternative format or in a different language please  
contact the Company Secretary on 01603 611431 and we will do our best to help.

## Purpose of Complaints Policy (Exams)

It allows our community to formally complain about our processes and provision with regard to preparation and participation in formally examined processes.

We wish for our service to be open and for us to continually challenge ourselves to do better.

And we wish for this to be in partnership with our stakeholders.

This policy confirms Notre Dame High School's 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 our written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification and our internal appeal procedure.

## Grounds for complaint

A candidate (or their parent/carer) may make a complaint on the grounds below (this is not an exhaustive list).

### 1. 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
- ▶ Centre fails to adhere to its *Internal Appeals Procedure*
- ▶ Candidate not informed of their centre assessed marks prior to marks being submitted to the awarding body
- ▶ Candidate not informed of their centre assessed marks 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 centre assessed marks
- ▶ Candidate unhappy with internal assessment decision (complainant to refer via Mr Julian McKay, Deputy Head in charge of exams to the centre's *internal appeals procedure*)
- ▶ Centre fails to adhere to its *internal appeals procedure*

### 2. 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 was not informed that an application for access arrangements was to be processed using Access arrangements online, complying with the UK GDPR and the Data Protection Act 2018
- ▶ 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 as a consequence of a temporary injury or impairment
- ▶ Candidate unhappy with centre decision relating to access arrangements or special consideration (complainant to refer via Mr Julian McKay, Deputy Head in charge of exams to the centre's *internal appeals procedure*)
- ▶ Centre fails to adhere to its *internal appeals procedure*

### 3. Entries

- ▶ Candidate not entered for a required exam/assessment
- ▶ Candidate entered for a wrong exam/assessment
- ▶ Candidate entered for a wrong tier of entry

### 4. Conducting examinations

- ▶ Failure to supply candidate a copy of their exam timetable/exam regulations and brief them prior to exams on exam rules and procedures
- ▶ Room in which exam held did not provide candidate with appropriate conditions for taking the exam
- ▶ Inadequate invigilation in exam room
- ▶ Failure to conduct exam according to the regulations
- ▶ Online system failed during (online) exam/assessment
- ▶ Disruption during exam/assessment
- ▶ Alleged, suspected or actual malpractice incident not investigated/reported
- ▶ Eligible application for special consideration for a candidate not submitted/not submitted to timescale
- ▶ Failure to inform/update candidate on the accepted/rejected outcome of a special consideration application if provided by awarding body

### 5. Results and Post-results

- ▶ Before exams, candidate not made aware of the arrangements for post-results services and the accessibility of senior members of centre staff after the publication of results
- ▶ Centre administration of Post Results Services not adhered to as defined by JCQ document
- ▶ Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of an 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 Manager to awarding body *post results services*)
- ▶ Candidate (or parent/carer) unhappy with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal (complainant to refer via Mr Julian McKay, Deputy Head (exams) to the centre's *Internal Appeals Procedure following Enquiry about Results*)
- ▶ 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 candidate without gaining required candidate consent/permission

## 6. Raising a concern/complaint

If a candidate (or their parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification they are following, Notre Dame High School encourages the candidate to try to resolve this informally in the first instance. A concern or complaint should be made in person, by telephone or in writing to the Head of Centre. If a complaint fails to be resolved informally, the candidate (or their parent/carer) is then at liberty to make a formal complaint.

### How to make a formal complaint

- ▶ A complaint should be submitted via form Complaints Form (CAP1) see end of this document.
- ▶ Forms are available from NDHS website.
- ▶ Completed forms should be returned to the Exams Office.
- ▶ Forms received will be logged by the centre and acknowledged within 2 working days

### How a formal complaint is investigated

- ▶ The Head of Centre will 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 a reasonable time, but not longer than 28 working days

### Internal appeals procedure

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted.

- ▶ Any appeal must be submitted by following the centre's appeals procedure and completing an internal appeals form
- ▶ Forms received will be logged by the centre and acknowledged within 3 working days
- ▶ The appeal will be referred to a special Committee of the Governing body for consideration
- ▶ The Chair of the Committee will inform the appellant of the final conclusion in due course

## Complaints form

FOR CENTRE USE ONLY

Date received

Reference No.

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

Name of complainant/appellant

Candidate name if different to complainant/appellant

Please state the item against which the complaint is to be made e.g. Section 1, p2.

Please state the grounds for your complaint below.

If your grounds are 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.

*If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed*

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:

Date of signature:

Parent signature:

Date of signature:

**Return to: Exams Office, Notre Dame High School**

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

## Complaints and appeals log

On receipt, all complaints are logged. Outcome and outcome date is also recorded.

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