

KESTEVEN & GRANTHAM GIRLS' SCHOOL

CENTRE NUMBER: 26218

COMPLAINTS & INTERNAL APPEALS POLICY

2025 - 2026



**Miss K Edwards
Examinations Manager**

Complaints & Internal Appeals

Confirms KGGs compliance with JCQ's *General Regulations for Approved Centres 2024-2025*) section 5.8 in drawing to the attention of candidates and their parents/carers its written complaint policy which will cover general complaints regarding the centre's delivery or administration of a qualification

Grounds for complaint

A candidate or her parent/carer may make a complaint on the following grounds

Teaching and learning

- Inadequate feedback for a candidate following assessment(s)
- Pre-release/advance material/set task issued by the awarding body not provided on time to a 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 her centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of her 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 to the centre's *internal appeals procedure*)

Access arrangements & Special Consideration

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

- 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
- Failure to clearly explain a decision of early entry for a qualification to candidate or parent/carer

Conducting examinations

- Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place
- 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

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
- Candidate not having access to a member of senior staff after publication of results to discuss/make decision 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 Examinations 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
- Centre fails to adhere to its *internal appeals procedure*
- Centre applied for the wrong post-results service/for the wrong exam paper 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

Raising a concern/complaint

If a candidate (or her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification she is following, KGGs encourages her to try to resolve this informally in the first instance. If a complaint fails to be resolved informally, the candidate or parent/carer is then at liberty to make a formal complaint

A formal complaint should be submitted in writing by completing a complaints form which are available from the Exams Manager or the school website. Completed forms should be returned to the Exams Manager who will log these and acknowledge within 5 calendar days

The Head of Centre will further investigate or appoint a member of SLT (who is not involved in the grounds for the 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 proved to the complainant within 4 working weeks

Internal Appeals

Certain components of GCSE and GCE qualifications (GCE and GCSE non-examination assessments) that contribute to the final grade of the qualification are internally assessed (marked) by the subject teacher. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

Deadlines for the submission of marks (Summer 2025 exam series)

Date	Qualification	Details
15/5/26	GCSE	Final date for submission of (9-1) Computer Science
15/5/26	GCSE	Final date for submission on internally assessed marks (except Art & Design) for Summer 2026
15/5/26	GCSE	Final date for submission of internally assessed marks for most subjects - ~Summer 2026
15/5/26	GCE/GCE	Final date for submission for internally assessed non-exam assessment (NEA) marks for all exam boards

KGGs is committed to ensuring that whenever its staff marks candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

KGGs ensures that all centre staff follow a robust Non-Examination Assessment Policy (for the management of GCE and GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments, including the marking and quality assurance processes which relevant teaching staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. KGGs is committed to ensuring that work produced by all candidates is authenticated in line with the requirements of the

awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

On being informed of their centre assessed marks, if a candidate believes that the above procedures were not followed in relation to the marking of her work, or that the assessor has not properly applied the mark scheme to her marking, then she may make use of this internal appeals procedure to consider whether to request a review of the centre's marking: -

1. KGGS will ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.
2. KGGS will inform candidates that they may request copies of materials (for example, a copy of their marked work, the relevant specification, the mark scheme and any other associated subject-specific documents) to assist them in considering whether to request a review of the centre's marking of the assessment.
3. KGGS will, having received a request for copies of materials, promptly make them available to the candidate within 5 calendar days (the timescales identified in this policy are only effective during term time, there will be no provision for the internal appeal during school holidays)
4. KGGS will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Requests for reviews of marking **must** be made in writing within 5 calendar days of receiving copies of the requested materials - by completing the internal appeal form (this can be obtained from Miss Edwards Exams Manager direct or from the school's website)
6. Forms will be logged by the Exams Manager and acknowledged within 5 days of receipt and the appeal will be referred to the Head of Centre
7. KGGS will allow 10 calendar days for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline.
8. KGGS will ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.
9. KGGS will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.

10. The candidate will be informed in writing of the final conclusion in accordance with the internal appeals procedure

11. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of KGGS and is not covered by this procedure.

Appeals against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

This procedure confirms KGGS's compliance with JCQ's *General Regulations for Approved Centres 2025-2026*, section 5.13 that the centre has in place "*a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal...*"

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Examinations Manager.

Candidates are also informed of the arrangements for post-results services before they sit any exams via KGGS website and senior members of centre staff are available on results days and the day after publication of results.

If the centre or a candidate (or her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

Enquiries about results (EARs) offer three services.

Service 1 - clerical re-check - *ensures that all pages were marked, all marks were counted and the result matches the mark on the paper*

Service 2 (priority) - review of marking - *this is normally for GCEs and when a university place is in jeopardy. Ensures that all pages were marked, all marks were counted and the result matches the mark on the paper*

Service 2 - review of marking - *this includes a clerical check, a second examiner will review the paper to identify any genuine marking errors or unreasonable marking and will make sure all the marks were counted*

Service 3 - review of moderation (this service is not available to an individual candidate)

Written candidate consent is required in all cases before a request for an EAR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades can be lowered. Candidate consent can only be collected after the publication of results.

If a concern is raised about a particular examination result, the Head of Centre will investigate the feasibility of requesting an enquiry supported by the centre.

Where the centre does not uphold a request from a candidate the candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.

If the candidate (or her parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an internal appeal can be submitted to the centre by completing the internal appeals form at least 7 calendar days prior to the internal deadline for submitting an EAR.

The appellant will be informed of the outcome of her appeal before the internal deadline for submitting an EAR.

Following the EAR outcome, an external appeals process is available if the Head of Centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications *Post-Results Services* and *JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)* will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the Head of Centre is satisfied after receiving the EAR outcome, but the candidate (or her parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the Head of Centre. Following this, the Head of Centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the *JCQ Appeals Booklet*. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The internal appeals form should be completed and submitted to the centre within 10 calendar days of the notification of the outcome of the EAR. Subject to the Head of Centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required 30 calendar days of receiving the outcome of the enquiry about results process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the Examinations Manager). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

If a complaint fails to be resolved informally the candidate or her parent/carer then they are at liberty to make a formal complaint