



Hyde

Community College

# Complaints and appeals procedure

*(delivery or administration of a  
qualification)*

2017/18

Approved/reviewed: January 2018

Mrs Fawcett (Exams Officer) and Mr Houghton  
(Deputy Head)

Date of next  
review

September 2018

## Key staff involved in the complaints and appeals procedure

<b>Role</b>	<b>Name(s)</b>
Head of centre	<b>Andrea Radcliffe</b>
SLT members	<b>Rorick Houghton</b>
Exams officer	<b>Rachel Fawcett</b>

## Purpose of the procedure

This procedure confirms Hyde Community Colleges' compliance with JCQ's *General Regulations for Approved Centres 2017-2018*, section 5.7 that the centre has in place "...a written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification."

## Grounds for complaint

A candidate (or his/her/parent/carer) may make a complaint regarding the centre's delivery or administration of a qualification.

This could include complaints about:

**Teaching and learning**

**Access arrangements**

**Entries**

**Conducting examinations**

**Results and Post-results**

## Complaints and appeals procedure

If a candidate (or his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, Hyde Community College encourages him/her 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, Head of Year or Exams Officer.

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

## **How to make a formal complaint**

- ▶ A complaint should be submitted by completing a **complaints and appeals form**.
- ▶ Forms are available from the Exams Officer or Main Reception upon request or can be downloaded from our website.
- ▶ Completed forms should be returned to the Exams Officer at Main Reception.
- ▶ Forms received will be logged by the centre and acknowledged within 5 working days.

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

- ▶ The head of centre will further investigate 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 and report on the findings and conclusion.
- ▶ The findings and conclusion will be provided to the complainant within 4 working weeks.

## Appeals

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 again completing a **complaints and appeals form**.
- ▶ Forms received will be logged by the centre and acknowledged within 5 working days.
- ▶ The appeal will be referred to the Chair of Governors, who will investigate the appeal and report on the findings and reach a conclusion.
- ▶ The Chair of Governors will inform the appellant of the final conclusion in due course and may take further action keeping in line with current JCQ regulations depending on the outcome.

# Complaints and appeals form – Hyde Community College

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

<b>Name of complainant/appellant</b>	
<b>Candidate name</b> if different to complainant/appellant	

Please state the grounds for your complaint/appeal below

If your complaint is 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

Your appeal should identify the centre’s failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate

*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:

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