

Complaints Policy (Exams) 2025-2026

Djanogly City Academy

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Centre name	Djanogly City Academy
Centre number	28233
Date policy first created	26/09/2025
Current policy approved by	Andy Smith
Current policy reviewed by	Claire Daniels
Date of review	26/09/2025
Date of next review	26/09/2026

Key staff involved in the policy

Role	**Name**
Head of centre	Andy Smith
Senior leader(s)	Helen Heath Stuart White
Exams officer	Claire Daniels
Other staff (if applicable)	Not applicable

This policy is reviewed and updated annually to ensure that any complaints at Djanogly City Academy are managed in accordance with current requirements and regulations.

Purpose of the policy

The purpose of this policy is to confirm the arrangements for complaints at Djanogly City Academy 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.

Grounds for complaint

A candidate (or their/parent/carer) at Djanogly City Academy may make a complaint on the grounds below (This is not an exhaustive list).

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

Additional grounds for complaint relating to teaching and learning:

Not applicable

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 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

Additional grounds for complaint relating to access arrangements:

Not applicable

Entries

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

Additional grounds for complaint relating to examination entries:

Not applicable

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

Additional grounds for complaint relating to the conducting of examinations:

Not applicable

Results and Post-Results

- Before examinations, candidate not made aware of the arrangements for post-results services 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 exams 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

Additional grounds for complaint relating to results and post-results:

Not applicable

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, Djanogly City Academy encourages an informal resolution in the first instance.

This can be undertaken by:

- raising a concern in writing to the Exams officer

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

All documentation relating to the submission of a formal complaint is available from, and should be returned to:

- Mr Andy Smith (Head of Centre) who will trigger a Stage 1 Formal Complaint Procedure

Formal complaints will be logged and acknowledged within:

- (either by letter or email) 2 school days

To make a formal complaint, candidates (or parents/carers) must:

- Complaints should be submitted in writing or by email, preferably using the Complaint Form provided in the Academy Complaints Procedure. A formal complaint can also be made in person.

How a formal complaint is investigated

The head of centre will investigate or appoint a member of the senior leadership team (who is not involved in

the grounds for the complaint and has no person interest in the outcome to investigate the complaint and report the findings and conclusion.

The findings and conclusion of any investigation will be provided to the complainant within:

- 10 school days of the date of receipt of the complaint. The Head of Centre will provide a full written response

Internal appeals procedure

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:

- escalate the complaint to stage 2 through a meeting with members of the governing body's complaints committee. This will be a meeting with members of the board of trustee's complaints commitee

Appeals will be logged and acknowledged within:

- 2 school days (either by email or by letter)

The appeal will be referred to:

- the governing body's complaints commitee

It will be the responsibility of Acting Chair of the Complaints Committee to inform the appellant of the final conclusion in accordance with the internal appeals procedure.

Additional details on the internal appeals process:

A request to escalate to stage 2 must be made to the Clerk of the Governing Body within 10 school days of receipt of the stage 1 response. The Clerk will record the date the complaint is recieved and acknowledge receipt of the complaint in writing (either by email or by letter) within 2 school days.

Changes 2025/2026

(update 01/10/2025)

(Removed/replaced) Under heading **Access arrangements and special consideration** removed reference to **candidate personal data consent form**/replaced with reference to complying with the UK GDPR and the Data Protection Act 2018

Centre-specific changes

Upon review in September 2025, no centre-specific updates or changes were applicable to this document.