Examination Complaints Policy



Westwood College

Implementation Date: 23rd October 2026

Review Date: September 2027

V1

This policy is reviewed and updated annually to ensure that any complaints at Westwood College are managed in accordance with current requirements and regulations and reflects centre practice.

Purpose of this Policy

This policy explains how candidates and parents/carers can raise concerns or make complaints about the delivery or administration of qualifications at **Westwood College**. It also ensures the college complies with **JCQ General Regulations for Approved Centres (5.3 and 5.8)** by providing a clear written complaints procedure.

Reasons for Making a Complaint
A candidate or parent/carer may make a complaint about issues relating to qualifications and examinations. Examples include, but are not limited to, the following:

1. Teaching and Learning

- Teaching staff do not have sufficient knowledge of the qualification specification.
- Incorrect or incomplete course content has been taught.
- Course content has not been adequately covered.
- Feedback following assessments is insufficient or unclear.
- Examination materials provided in advance were not given to candidates on time.
- Assessments were not conducted according to JCQ or awarding body requirements.
- Candidates were not informed of their centre-assessed marks before they were submitted.
- Candidates were not given enough time to review or appeal centre-assessed marks.
- A non-subject specialist teacher has been used long-term without appropriate training.
- The centre has not followed its internal appeals procedure.
- A candidate is dissatisfied with an internal assessment decision (this should be dealt with through the Internal Appeals Procedure).

2. Access Arrangements and Special Consideration

- A candidate was not assessed by the centre's appointed assessor.
- The candidate was not involved in decisions about access arrangements.
- Access arrangements were not explained clearly.
- Examination information was not made accessible for a disabled candidate.
- Approved access arrangements were not in place during an examination.
- Equipment or assistive technology failed during an assessment.
- Appropriate arrangements for a temporary injury or impairment were not provided.
- The candidate was not informed about the processing of their data for access arrangements applications.
- The centre did not follow its internal appeals procedure.
- A candidate is dissatisfied with a decision regarding access arrangements or special consideration.

3. Examination Entries

- A decision to enter a candidate early was not explained properly.
- A candidate was not entered, or was entered late, for an examination or assessment.
- A candidate was entered for the wrong examination.
- A candidate was entered for the wrong tier of entry.

4. Conduct of Examinations

- Examination regulations were not followed.
- Candidates were not properly informed about examination regulations or timetables.
- Examination rooms did not provide suitable conditions.
- Invigilation was inadequate.
- Disruption occurred during an examination.
- An online examination system failed.
- Suspected malpractice was not investigated or reported appropriately.
- Candidates were not informed of the outcome of a special consideration application.

5. Results and Post-Results Services

- Candidates were not informed about post-results services before results were issued.
- Candidates could not access senior staff after results day to discuss review options.
- Work requested after moderation was unavailable or disposed of too early.
- The wrong post-results service was requested.
- Deadlines for post-results services were missed.
- Candidate consent was not obtained before a post-results service was requested.
- The centre failed to follow its internal appeals procedure.
- Dissatisfaction with a result should be referred through the Exams Officer using awarding body post-results services.
- Dissatisfaction with a centre decision not to support a review or appeal should be dealt with through the Internal Appeals Procedure.

Raising a Concern or Complaint
Westwood College encourages concerns to be resolved informally wherever possible.

Informal Resolution
Candidates or parents/carers should:

- Contact the **Exams Officer** to discuss the concern and seek a resolution.

If the issue cannot be resolved informally, a formal complaint can be made.

How to Make a Formal Complaint

Formal complaints should be submitted to:

Mrs R Jukes
Head of Centre

To make a formal complaint:

- Email the college with full details of the complaint and any supporting evidence.
- Alternatively, complete the Complaints Form available on the Trust website.

Acknowledgement

- Complaints will be acknowledged within **5 working days**.

Investigation Process
The Head of Centre will investigate the complaint or appoint a senior member of staff who:

- Has not been involved in the matter being complained about.
- Has no personal interest in the outcome.

A written response outlining the findings and conclusion of the investigation will be provided within:

- **3 working weeks**

Appeals Process

If the complainant remains dissatisfied with the outcome and believes there are valid grounds for appeal, they may submit an appeal.

To Submit an Appeal
- Follow the college's **Internal Appeals Procedure**.
- Complete and return an **Internal Appeals Form**.

Acknowledgement
- Appeals will be acknowledged within **5 working days**.

Appeal Decision
- Appeals will be considered by the **Head of Centre**.
- The Head of Centre will communicate the final decision in accordance with the Internal Appeals Procedure.

For further information about the appeals process, please refer to the college's **Internal Appeals Procedure**.

Mrs R Jukes
Head of Centre

Mrs L Bethell
Exams Officer

22nd October 2026