

Internal Appeals/Complaints Procedure & Form – Summer 2020

The attached form is designed to be used in the following circumstances:

1. If a candidate (or his/her parent/carer) would like to appeal against the College’s decision not to make an appeal to an awarding body on behalf of the candidate.
2. If a candidate (or his/her parent/carer) has concerns about bias or discrimination or something else that suggests that the College did not behave with care or integrity when determining centre assessment grades or rank order information.

**How to make a formal complaint**

* A complaint should be submitted in writing by completing the form overleaf
* Forms are also available on request from the Exams Office, and on the college website under Parents or Students / Exams & Revision
* Completed forms should be returned to the Exams Officer Rebecca Dominy - dominyr@clystvale.org
* 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 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 1 working week

**Appeals**

If you are concerned that you have evidence of serious malpractice by the school or college, it may be appropriate to bring those concerns directly to the exam board. They must investigate cases where there is evidence to suggest that the centre assessment grades or rank order information submitted may not have been determined appropriately. Remember that you would need to have evidence for this to be investigated by an exam board. Further information and contact details can be found in the Ofqual Student Guide Summer 2020 which can be found on both the college and Ofqual websites.

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| **Internal Appeal/Complaints form (exams)** | **FOR CENTRE USE ONLY** |
| Date received |  |
| Please tick box to indicate the nature of your complaint/appeal | Reference No.  |  |

* Appeal against the centre’s decision not to appeal to the awarding body
* Concern regarding bias or discrimination when determining centre assessment grades or rank order information.

| **Name of complainant/appellant** | **name** different to complainant/appellant |
| --- | --- |
| **Candidate name** if different to complainant/appellant |  |
| Please state the grounds for your complaint/appeal belowIf 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*If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed* |
| Detailany 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 and sent to the Exams Officer. An incomplete form will be returned to the complainant/appellant