



# Hyde High School

## Complaints and Appeals Procedure

<b>Reviewed by:</b> <b>Heather Barnett (Exams Officer) and Mr R Houghton (Deputy Head)</b>	
<b>Date to be reviewed:</b>	<b>September 2023</b>

### 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>Heather Barnett</b>
SENCo	<b>Stephen Kettle</b>

## **Purpose of the procedure**

This procedure confirms Hyde High Schools' compliance with JCQ's *General Regulations for Approved Centres 2022-23, section 5.7 (F)* that the centre has in place "...a written internal appeals procedure'.

## **Grounds for Complaint**

A candidate (or their 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 their parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, Hyde High School 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 their 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.
- ▶ Completed forms should be returned to the Exams Officer in the main office.
- ▶ 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.

