



Hyde High School

Exams Complaints and Appeals Procedure

Date to be reviewed:	Autumn 2026
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Key staff involved in the Complaints and Appeals Procedure

Role	Name(s)
Head of centre	Ms G Arnold
SLT members	Mrs L Poole
Exams officer	Mr J Marsden
SENCo	Mrs K Reveley

Purpose of the procedure

This procedure confirms Hyde High Schools' compliance with JCQ's *General Regulations for Approved Centres 2025-26, 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 should be made in person, by telephone or in writing to the Exams Officer.

If a concern fails to be resolved informally, the candidate (or their parent/carer) is then at liberty to make a formal complaint, in line with the schools complaints policy.

How to make a formal complaint

- ▶ A complaint should be submitted by completing a complaint form found in the policy section on Hyde High School's website.

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.