

Complaints and appeals procedure (Exceptional arrangements CAGS)

Purpose of the procedure

This procedure will cover complaints specifically in relation to the awarding of Centre Assessed Grades for the Summer 2021 series.

Each department/Learning area has ensured that robust and transparent procedures were put in place to ensure the awarding of grades which were fair and accurate, using holistic professional judgement and balancing the different sources of evidence. Those grades and the evidence used to come to decisions within departments have been scrutinised by Curriculum Leaders, SMT and the Principal. Holy Cross College is convinced that the awarding process was rigorous and evidence based.

Grounds for complaint

A candidate (or his/her parent/carer) may make a complaint on the grounds that he/she believes that an error has been made by the centre which has affected his/her result. He/she can raise this complaint with the centre to be considered and resolved.

The awarding of a grade to any other candidate in the cohort will NOT form part of the investigation at any stage.

Complaints and appeals procedure Stage 1

If a candidate (or his/her parent/carer) has a general concern or complaint about the centre's administration of the Centre Assessed grade that he/she receives, Holy Cross College encourage him/her to try to resolve this informally in the first instance.

1. A concern or complaint should be made in person, by telephone or in writing to the Head of Assessment.
2. The Head of Assessment will forward the complaint to the appropriate Curriculum Leader.
3. The curriculum Leader will scrutinise the nature of the complaint and make contact with the Head of Subject/class teacher for information.
4. After scrutiny, the Curriculum Leader will contact the complainant either by phone call, in writing or meeting in an attempt to resolve the issue.

There will be one of three possible outcomes

- A. There has been no error in the way the data was processed and submitted. If no error occurred and the complainant is satisfied with the investigation the case will be resolved at this point.
- B. An error is found in the way data was processed and submitted. Should an error be found, this will be notified to the Awarding Organization (accompanied by appropriate explanation) who will accept and correct the error.
- C. If the complainant is still not satisfied with the outcome of the investigation, Stage 2 should be adopted.

Complaints and appeals procedure Stage 2

A complainant may move to make a formal complaint.

How to make a formal complaint

A complaint should be submitted in writing to the Head of Centre (Principal) within 5 school days of the end of Stage 1.

It should include the following

1. Name(s) of candidate(s);
2. Title, subject and level of examination;
3. Full description of the reason for appeal after Stage 1.

Complaints received will be logged by the centre and acknowledged within 2 School days.

How a formal complaint is investigated.

- The Head of Centre will further investigate or appoint a member of the SMT (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.
- A formal hearing involving the Appeals Committee will be established. This Committee will comprise the Principal (or designated member of SMT), Head of Assessment, the Curriculum Leader for the Learning Area that the grade relates to and the Examinations Officer (to minute the meeting).
- The candidate will be notified in writing of the date and time of the hearing and may be accompanied by a parent/carer.
- A decision will be made by the committee with relation to the complaint.
- The findings and conclusion will be provided in writing to the complainant within 3 working days.
- The centre will inform the Awarding Body if there is any change to a centre assessed grade as a result of an appeal.
- The centre will maintain a written record of all appeals.

At the conclusion of Stage 2, if the complainant is still not satisfied with the outcome, then the case should proceed to Stage 3.

Complaints and appeals procedure Stage 3

The complainant can write to the Chairperson of the Board of Governors. The letter can be left at the school office and marked '*private and confidential*'. The Chairperson will convene the Grievance Committee to investigate the complaint.

The claimant should provide clear information and include the following:

- Reason(s) why you disagree with the Stage 1 and Stage 2 findings
- Any aspect of the school's complaints procedure which you think was not fully followed.

The Chairperson of the Grievance Committee will acknowledge the complaint as soon as possible but at least within 10 school working days. A final response will normally be made within 20 school

working days from date of receipt of the second letter. The response will be issued in writing by the Chairperson of the committee and will indicate, with reasons, whether the complaint has been upheld or not.

If it is upheld and a grade changes, the Awarding Organization will be notified accordingly.

If the complainant is still dissatisfied with the outcome he/she should move to the appeals procedure.

Complaints and appeals procedure Stage 4

Appeals Following the outcome.

If the complainant remains dissatisfied with the **centre's handling of the complaint**, the student can report their complaint and the centre's handling of it to the Awarding Organisation.

The Awarding Organisation may investigate this complaint, and if an error is identified in the procedure or process used by the centre, a sanction may be imposed on the centre, in addition to a requirement that the Centre correct its error, such that the AO can then, if appropriate, issue a revised grade.