

# Littleover Community School



## and Sixth Form Centre

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### Complaints Policy

#### Exams and NEA

School Leader	Dominic Buchanan
Link Governor	

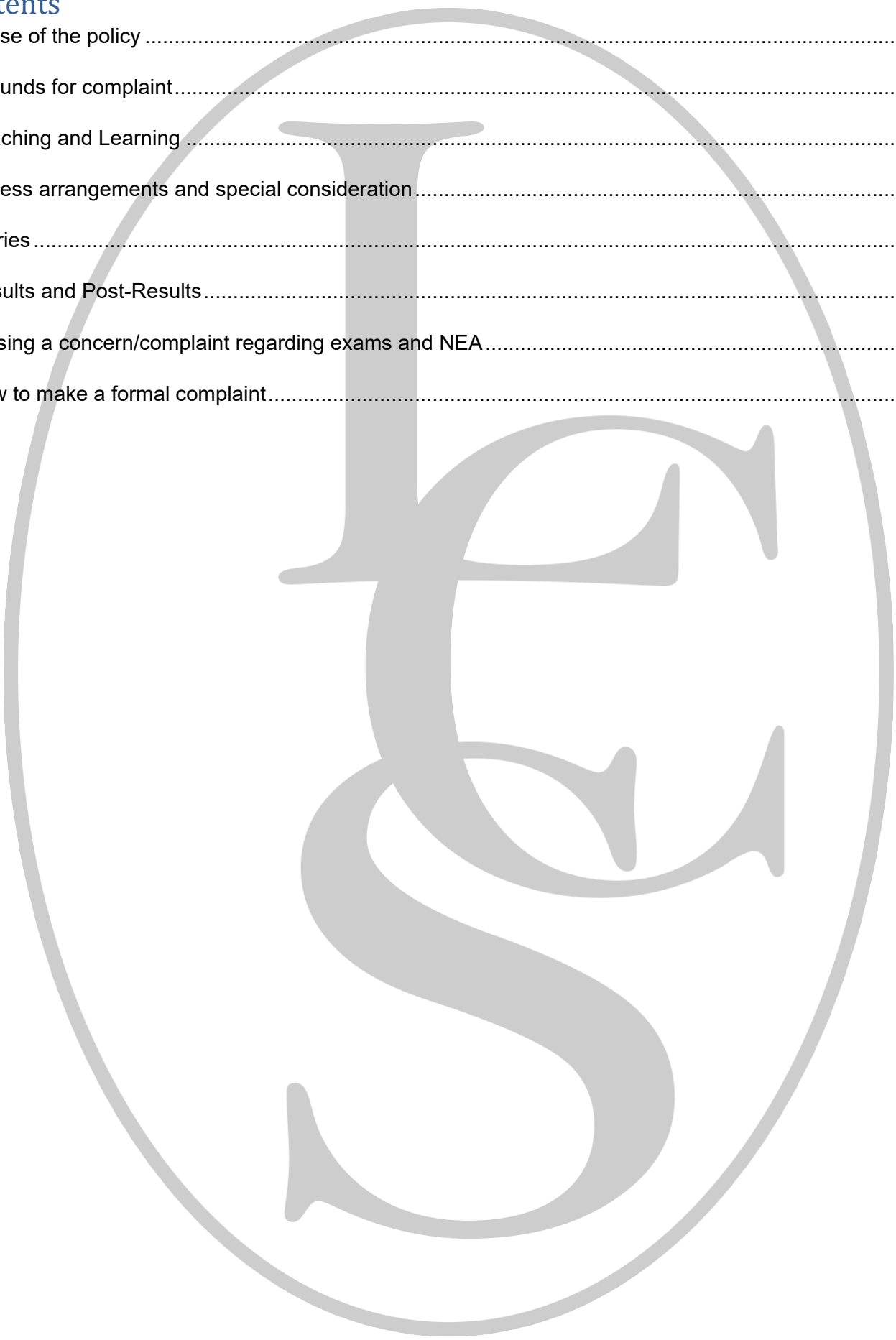
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## Purpose of the policy

The purpose of this policy is to confirm the arrangements for complaints at Littleover Community School & Sixth Form Centre and confirms compliance with JCQ's **General Regulations for Approved Centres** (sections 5.3, 5.8) in drawing to the attention of candidates and their parents/carers its written complaints and appeals procedure which covers general complaints regarding the centre's delivery or administration of a qualification.

## Grounds for complaint

A candidate (or his/her/parent/carer) at Littleover Community School & Sixth Form Centre may make a complaint on the grounds below (This is not an exhaustive list).

### Teaching and Learning

Teaching staff routinely review updates to specifications and entry requirements ahead of any exam series. NEA centre assessed grade information can be found in the 'NEA and coursework appeals policy'.

However, the following, though highly unlikely to occur, would constitute grounds for a complaint.

- Pre-release/advance material/set task issued by the awarding body not provided on time to an examination candidate
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- Candidate not informed of their centre assessed mark prior to marks being submitted to the awarding body or in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body
- Centre fails to adhere to its internal appeals procedure

### Access arrangements and special consideration

Details of access arrangements can be found on the school website. This policy outlines, in detail, the specific circumstances under which access arrangements can be granted.

In particular, please be aware of the following:

Access arrangements that are a continuation from primary school will be put in place as a matter of course until testing has taken place to confirm their suitability.

From Year 7, a pupil may be referred by a parent/carer or teacher in consultation with the SENDCo.

Once a student in Years 7 to 9 is deemed to have 'access arrangements', the school's Specialist Assessor will be collating information in order to establish a 'picture of need' and a 'normal way of working' for the purposes of a formal application to the JCQ at the start of a GCSE, GCE or similar course.

According to the opening statement of the JCQ '**Form 8 Profile of learning difficulties - Application for Access Arrangements**' (link: <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/forms/>), "this form **must only** be used for:

- candidates with learning difficulties who are **not** subject to a current EHCP or Statement of Special Educational Needs who require 25% extra time and/or a scribe (including candidates who require a computer reader/reader and 25% extra time and/or a scribe);
  - all candidates with learning difficulties who require up to 50% extra time;
  - all candidates who require a Language Modifier"
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### Potential Grounds for Complaint

- Candidate assessed by a person other than the centre's appointed assessor.
  - Candidate not involved in decisions made regarding their access arrangements.
  - Candidate did not consent to record their personal data online (by the non-acquisition of a completed **candidate personal data consent form**)
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### Examinations

All candidates will complete a series of mock exams in Years 11 and 13. These are conducted in the same conditions, and with the same access arrangements as the official KS4/5 exams in order for students to become familiar with their access arrangement.

### Potential Grounds for Complaint

- Candidate not adequately informed of the arrangement(s) in place and the subjects or components of subjects where the arrangement(s) would not apply (e.g. GCSE English Language where students are not permitted a reader as reading is the skill assessed).
  - Examination information not appropriately adapted for a disabled candidate to access it
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### Entries

All information regarding entries is communicated through the statement of entry. It is the parent's/carers' responsibility to check this statement for any errors.

Below are potential grounds for complaint should any entries be different from those checked previously.

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- Candidate not entered/entered late (incurring a late entry fee) for a required examination/assessment

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- Candidate entered for a wrong examination/assessment

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- Candidate entered for a wrong tier of entry

### **Conducting examinations**

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All students are given copies of their exam timetable on two occasions ahead of the exams. There is ample time to discuss these with staff. Students with specific access arrangements are given an alternative timetable, but it is the responsibility of the students and parents/carers to double check the alternative timetable.

The majority of the following situations may qualify for 'Special Consideration' and should be reported to the exams officer. The exams officer will apply for 'Special Consideration' for all exams affected, but is not informed of the outcome of this application.

For more information, please see JCQ 'A guide to the special consideration process General and Vocational qualifications'.

### **Potential Grounds for Complaint**

- Room in which assessment held did not provide candidate with appropriate conditions for taking the examination

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  - Inadequate invigilation in examination room

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  - Failure to conduct the examination according to the regulations

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  - Online system failed during (on-screen) examination/assessment

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  - Disruption during the examination/assessment

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  - Alleged, suspected or actual malpractice incident not investigated/reported

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  - Failure to inform candidate on the application of special consideration. In this instance, please make the complain for the attention of the Assistant Headteacher for Assessment and Reporting.
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## Results and Post-Results

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Senior members of staff and the exams officer are available on results days and following days to assist with post-result services. More details can be found on the school website.

Post-results services are communicated to students and parents in advance of the examination series, and via a letter on results days.

Deadlines for services are made clear on the website. Requests must be submitted 5 working days before the official exam-board deadline for them to be processed in time.

### Potential Grounds for Complaint:

- Candidate not aware of the arrangements for post-results services and the availability of senior members of centre staff after the publication of results
  - Candidate not having access to a member of senior staff who has been briefed in post-results services after the publication of results to discuss/make a decision on the submission of a results review/enquiry
  - Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
  - Candidate (or parent/carer) unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal (complainant to refer to the centre's **internal appeals procedure**)
  - Centre fails to adhere to its internal appeals procedure
  - Centre applied for the wrong post-results service/for the wrong script for a candidate
  - Centre missed awarding body deadline to apply for a post-results service, despite receiving the request 5 days prior to the external deadline
  - Centre applied for a post-results service for a candidate without gaining required candidate consent/permission
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## Raising a concern/complaint regarding exams and NEA

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If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, Littleover Community School & Sixth Form Centre encourages an informal

resolution in the first instance. This can be undertaken by contacting the Assistant Headteacher for Assessment and Reporting.

If a concern or complaint fails to be resolved informally, the candidate (or parent/carer) is then at liberty to make a formal complaint.

### **How to make a formal complaint**

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All documentation relating to the submission of a formal complaint is available from the school website <https://www.littleover.derby.sch.uk/information/policies-compliance/policies>

