



HARMONIZE ACADEMY

APPEALS POLICY ASSESSMENT AND EXAMINATION RESULTS FOR PARENTS, GUARDIANS OR CARERS

Document Information	
APPEALS POLICY ASSESSMENT AND EXAMINATION RESULTS FOR PARENTS, GUARDIANS OR CARERS	
Version Number	1.1
Policy operational date	1 June 2014 Updated Sep 2018
Responsible Harmonize Academy Manager	Mr Carl Parkinson, Vice-Principal
Date approved by Governing Body	
Signed (by or on behalf of Governing Body)	
Policy review date	

INTRODUCTION

- This policy and procedure is for the benefit of Harmonize Academy parents, guardians or carers. (Hereafter referred to as “parents”)
- This policy and procedure applies in respect of all appeals by parents made in relating to Assessment and Examination results and should be read in conjunction with Harmonize Academy’s Complaints Procedure.
- Harmonize Academy is keen to respond quickly to any appeals and to remedy any defects as soon as possible.
- Parents can be assured that all appeals will be treated seriously and confidentially.

Conflicts of Interest

- Prior to each examination series all staff and governors must inform the Principal of any candidates being entered for examinations and other assessments at this Centre, who are family members, other relatives or friends. This information will be declared to awarding bodies where relevant by an email from the Examinations Officer.

Withdrawing Registrations

- Students who do not complete a course of study for which they are registered will be withdrawn by the Centre Administrator.

Harmonize Academy Assessment and Examination Results Appeal Procedure

Non-Exam Assessments

- If parents or Harmonize students wish to query the outcome of a non-exam assessment they should contact the Vice-Principal, Marie McConville. In many cases, the matter will be resolved straightaway by this means to the students’ or parents’ satisfaction. If the Harmonize Vice-Principal cannot resolve the matter alone, it may be necessary for her to consult other staff, the Principal or Trustees.
- Harmonize Academy will use its reasonable endeavours to resolve any query within ten working days of it being raised, except where they are raised in school holidays or within two working days of their commencement where Harmonize Academy will use its reasonable endeavours to resolve them as soon as possible after commencement of the new school term (usually within ten working days).
- Should the matter not be resolved as referred to above, or in the event that the Harmonize Vice-Principal and the parents fail to reach a satisfactory resolution, then parents will be advised to make a written appeal.
- **Appeals must be made within two calendar weeks of receiving the outcome of the enquiry about results.**
- The Harmonize Vice-Principal will submit the appeal to the Awarding Body which will set out as clearly as possible the nature of the appeal and the reasons for it.
- The Vice-Principal will inform the parent of the appeal decision as soon as this is known and if an appeal is not accepted, the reason(s) for this will be given.

Examination Results

- If parents or Harmonize students wish to query an Examination result they should contact the Vice-Principal, Marie McConville within two weeks of knowing the result.
- The Vice-Principal will make a decision as to whether to proceed with an appeal to the awarding body on behalf of the candidate.
- If it is agreed that an appeal will be made, the Vice-Principal will submit this to the Awarding Body within ten working days of it being raised and setting out as clearly as possible the nature of the appeal and the reasons for it.
- The Vice-Principal will inform the parent of the appeal decision by the Awarding Body as soon as this is known and if an appeal is not accepted, the reason(s) for this will be given.
- If a decision is made by the Vice-Principal not to make an appeal to the Awarding Body and parents do not agree with the decision not to proceed with their query, they can appeal to the Principal. If it is not resolved satisfactory at this stage parents can appeal to HA Chair of Governors. Parents should put their appeal to the Principal in writing within ten days of being informed of the decision not to proceed with their query.

Appeals Procedure Records

- Harmonize Academy will keep a written record of all formal queries and appeals, including records of meetings and interviews held in relation to the complaint, and its decision.
- Harmonize Academy will keep a written record of all appeals, decisions and recommendations made.
- All such records will be kept for one year after the relevant students have left the Harmonize Academy.