



Complaints and appeals procedure (exams)

2018/19

This procedure is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
J James	
Date of next review	Sept 2019

Complaints and appeals procedure

If a candidate (or his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, **Robertsbridge Community College** 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.

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

How to make a formal complaint

- ▶ A complaint should be submitted in writing by completing a **complaints and appeals form**
- ▶ Forms are available from the college examinations office
- ▶ Completed forms should be returned to the head of centre
- ▶ Forms received will be logged by the centre and acknowledged within two 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 in writing by again completing a **complaints and appeals form**
- ▶ Forms received will be logged by the centre and acknowledged within two working days
- ▶ The appeal will be referred to the Chair of Governors (or a special Committee of the Governing body) for consideration
- ▶ The Chair of Governors (or Committee) will inform the appellant of the final conclusion in due course