Complaints Policy Exams 2026-2027

Horizons Elevate

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Centre name	Horizons Elevate
Centre number	51324
Date policy first created	08/10/2025
Current policy approved by	SLT
Current policy reviewed by	SLT
Date of review	30/09/2026
Date of next review	30/09/2027

Key staff involved in the policy

Role	**Name**
Head of centre	Claire Willmott
Senior leader(s)	Claire Willmott - Executive Head Charlotte Baggley - Head Ashley Sparks - Deputy
Exams Officer	Elodie Fuller
Other staff (if applicable)	Carol Johnson - SENCO

This policy is reviewed and updated annually to ensure that any complaints at Horizons Elevate are managed in accordance with current requirements and regulations and reflects centre practice..

Purpose of the policy

The purpose of this policy is to confirm the arrangements for complaints at Horizons Elevate and confirms compliance with JCQ's **General Regulations for Approved Centres** (5.3, 5.8) in drawing to the attention of candidates and their parents/carers our written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification.

Grounds for complaint

A candidate (or their/parent/carer) at Horizons Elevate may make a complaint on the grounds below (This is not an exhaustive list).

Teaching and Learning

- Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
- Teacher lacking knowledge of new specification/incorrect core content studied/taught
- Core content not adequately covered
- Inadequate feedback for a candidate following assessment(s)
- 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
- Candidate not informed of their centre-assessed mark in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body
- Candidate not given sufficient time to review materials to make a decision whether to request a review of the centre-assessed mark
- Candidate unhappy with internal assessment decision (complainant to refer to the centre's **internal appeals procedure**)
- Centre fails to adhere to its internal appeals procedure

Additional grounds for complaint relating to teaching and learning:

Not applicable

Access arrangements and special consideration

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding their access arrangements
- Candidate was not informed that an application for access arrangements was to be processed using *Access arrangements online*, complying with the UK GDPR and the Data Protection Act 2018
- Candidate not informed/adequately informed of the arrangement(s) in place and the subjects or components of subjects where the arrangement(s) would not apply
- Examination information not appropriately adapted for a disabled candidate to access it
- Adapted equipment/assistive technology put in place failed during examination/assessment

- Approved access arrangement(s) not put in place at the time of an examination/assessment
- Appropriate arrangement(s) not put in place at the time of an examination/assessment as a consequence of a temporary injury or impairment
- Candidate unhappy with centre decision relating to access arrangements or special consideration (complainant to refer to the centre's **internal appeals procedure**)
- Centre fails to adhere to its internal appeals procedure

Additional grounds for complaint relating to access arrangements:

Not applicable

Entries

- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- Candidate not entered/entered late (incurring a late entry fee) for a required examination/assessment
- Candidate entered for a wrong examination/assessment
- Candidate entered for a wrong tier of entry

Additional grounds for complaint relating to examination entries:

Not applicable

Conducting examinations

- Failure to adequately brief candidate on examination timetable/regulations prior to examination/assessment taking place
- Room in which assessment held did not provide candidate with appropriate conditions for taking the examination
- Inadequate invigilation in examination room
- Failure to conduct the examination according to the regulations
- Online system failed during (on-screen) examination/assessment
- Disruption during the examination/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Failure to inform/update candidate on the accepted/rejected outcome of a special consideration application if provided by awarding body

Additional grounds for complaint relating to the conducting of examinations:

Not applicable

Results and Post-Results

- Prior to the issue of results, candidate not made 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 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 result (complainant to refer via exams officer to awarding body **post-results services**)
- 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
- Centre applied for a post-results service for a candidate without gaining required candidate consent/permission

Additional grounds for complaint relating to results and post-results:

Not applicable

Raising a concern/complaint

If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, Horizons Elevate encourages an informal resolution in the first instance.

This can be undertaken by:

- This can be undertaken by raising the concern or complaint in writing to the Head of Centre.

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

All documentation relating to the submission of a formal complaint is available from, and should be returned to:

- Claire Willmott, Head of Centre

Formal complaints will be logged and acknowledged within:

- Formal complaints will be logged and acknowledged within 5 calendar days.

To make a formal complaint, candidates (or parents/carers) must:

- Contact the centre via email. Staff involved in the examination process will be able to give you the form located here: https://maidenerlegh.sharepoint.com/:w:/r/sites/CranburyCollege/_layouts/15/Doc.aspx?sourcedoc=%7B85B23500-6332-40B1-ADF7-B37CDD94331A%7D&file=Internal%20Appeals%20Form%2025-26.docx&action=default&mobileredirect=true

How a formal complaint is investigated

The Head of Centre will further investigate or appoint a member of the Senior Leadership Team (SLT) who is not involved in the grounds of complaint and has no personal interest in the outcome to investigate the complaint and report on the findings and conclusion

The findings and conclusion of any investigation will be provided to the complainant within:

- The findings and conclusion of any investigation will be provided to the complainant within 10 working days.

Internal appeals procedure

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted.

To submit an appeal, candidates (or parents/carers) must:

- Complete another complaints and appeals form.
  Staff involved in the examination process will be able to give you the form located here:
  https://maidenerlegh.sharepoint.com/:w:/r/sites/CranburyCollege/_layouts/15/Doc.aspx?sourcedoc=%7B85B23500-6332-40B1-ADF7-B37CDD94331A%7D&file=Internal%20Appeals%20Form%2025-26.docx&action=default&mobileredirect=true

Appeals will be logged and acknowledged within:

- 5 working days.

The appeal will be referred to:

- the Head of Centre.

It will be the responsibility of Claire Willmott to inform the appellant of the final conclusion in accordance with the internal appeals procedure.

Additional details on the internal appeals process:

Not applicable

Changes effective from 1 September 2026

Under heading **Results and Post-Results** amended first bullet point from 'Before examinations' to 'Prior to the issue of results', candidate not made aware of the arrangements for post-results services and the availability of senior members of centre staff after the publication of results.

Centre-specific changes

New Exams Officer in Post - Elodie Fuller

Centre name change - Horizons Elevate