



LLOYD WILLIAMSON
FOUNDATION

The Lloyd Williamson Schools Foundation

COMPLAINTS POLICY
(Exams)

2024-2025

Key staff involved in the policy

Role	Name(s)
Head of Centre	Lucy Meyer
Exams Officer	Deborah Thackeray
Deputy Exams Officer	Clare Smart
Senior Leader	Hussain Razik

Purpose of the policy

This policy confirms Lloyd Williamson Schools Foundation's 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 our written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification and our internal appeals procedure.

Grounds for complaint

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

Teaching and Learning

Internal Assessments

Access Arrangements

Entries

Conducting of Examinations

Results and Post Results Service

Teaching and Learning:

Lloyd Williamson Schools Foundation is committed to ensuring that:

- Subject specialist teaching is done by teaching staff who have the appropriate knowledge and competency and who have received training in this area.
- Internal assessments are conducted by members of the teaching staff who have the appropriate understanding and skills.
- Assessment evidence provided by the candidates is produced and authenticated according to the requirements of the Awarding Body for the subject concerned.
- The consistency of internal assessment will be maintained by internal moderation and standardisation.
- All student work being assessed by teaching staff for external qualifications is carried out fairly, consistently and in accordance with the rules and regulations of the specification relating to the qualification.

Notes to Students:

A. If a student has any concerns about the procedures used in assessing their internally assessed work for public exams i.e. controlled assessment/coursework/portfolios, he/she should discuss the matter with the Exams Officer immediately. Following that, if the matter remains unresolved, the formal procedure may be used by the student concerned.

B. The regulations for Coursework Assignments state that: -

“The work you submit for assessment must be your own.”

“You must not copy from someone else or allow another candidate to copy from you.”

“If you copy the words or ideas and show your sources in references and a bibliography, this will be considered as cheating or malpractice.”

Teachers have the right to reject a student’s work on the grounds of malpractice if any of the above regulations are broken.

The student, parent/carer has the right to appeal against any decisions to reject to a candidates internally assessed work on the grounds of malpractice.

Access arrangements and special consideration

- Lloyd Williamson Schools Foundation will ensure that candidates who have requested assessment or have been recommended by teaching staff for assessment are assessed by the centre’s appointed assessor
- Candidates must consent to record their personal data and must be adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply.
- Exam information must be appropriately adapted for a disabled candidate to access it and adapted equipment/assistive technology put in place for the exam/assessment if necessary. These arrangements must also be made as a consequence of a temporary injury or impairment.

Should the candidate be unhappy with the centre decision relating to access arrangements or special consideration, they may appeal using the centre’s internal appeals procedure. The centre must adhere to its internal appeals procedure.

Internal Assessments

Certain components of IGCSE/GCSE qualifications that contribute to the final grade of the qualification are internally assessed (marked) by the subject teacher. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation. Deadlines are set by the awarding bodies.

Lloyd Williamson Schools Foundation is committed to ensuring that whenever its staff mark candidates’ work this is done fairly, consistently and in accordance with the awarding body’s specification and subject-specific associated documents.

LWSF ensures that all centre staff follow a robust Non-Examination Assessment Policy for the management of IGCSE/GCSE non-examination assessments, including the marking and quality assurance processes which relevant teaching staff are required to follow. Candidates’ work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity.

LWSF is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates’ work, internal moderation and standardisation will ensure consistency of

marking. On being informed of their centre assessed marks, if a candidate believes that the above procedures were not followed in relation to the marking of his/her work, or that the assessor has not properly applied the mark scheme to his/her marking, then he/she may make use of this appeals procedure to consider whether to request a review of the centre's marking.

- LWSF will ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.
- LWSF will inform candidates that they may request copies of materials (for example, a copy of their marked work, the relevant specification, the mark scheme and any other associated subject-specific documents) to assist them in considering whether to request a review of the centre's marking of the assessment.
- LWSF will, having received a request for copies of materials, promptly make them available to the candidate within 5 calendar days.
- LWSF will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
- Requests for reviews of marking must be made in writing within 5 school days of receiving copies of the requested materials by completing the internal appeals form – as stated on the chart. Requests will not be accepted after this deadline.
- LWSF will allow 5 school days for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline.
- LWSF will ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.
- LWSF will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
- The candidate will be informed in writing of the outcome of the review of the centre's marking.
- The outcome of the review of the centre's marking will be made known to the head of centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of LWSF and is not covered by this procedure. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

Access arrangements and special consideration

- Lloyd Williamson Schools Foundation will ensure that candidates who have requested assessment or have been recommended by teaching staff for assessment are assessed by the centre's appointed assessor
- Candidates must consent to record their personal data and must be adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply.
- Exam information must be appropriately adapted for a disabled candidate to access it and adapted equipment/assistive technology put in place for the exam/assessment if necessary. These arrangements must also be made as a consequence of a temporary injury or impairment.

Should the candidate be unhappy with the centre decision relating to access arrangements or special consideration, they may appeal using the centre's internal appeals procedure. The centre must adhere to its internal appeals procedure.

Entries

- Lloyd Williamson Schools Foundation must clearly explain a decision of early entry for a qualification to candidate (or parent/carer).
- Candidates must be entered for all the required exams/assessments, at the correct tier

Should the candidate be unhappy with the centre's actions relating to entries, they may appeal using the centre's internal appeals procedure. The centre must adhere to its internal appeals procedure.

Conducting examinations

- All candidates will be adequately briefed in person and in writing on exam timetables/exam regulations prior to exam/assessment taking place.
- The exam room will provide candidate with appropriate conditions for taking the exam.
- Lloyd Williamson Schools Foundation will provide adequate invigilation according to the regulations in the exam room(s).
- The centre is responsible for ensuring adequate online systems are provided to conduct assessments.
- Should there be any disruption during exam/assessment, the invigilator(s) and the exams officer will ensure that any disturbance to candidates is minimised.
- All incidents of alleged, suspected or actual malpractice will be investigated and reported.
- All applications for special consideration for a candidate will be submitted in a timely manner and the candidate will be informed of the accepted/rejected outcome of the special consideration application when provided by awarding body

Should the candidate be unhappy with the centre's actions relating to conducting examinations, they may appeal using the centre's internal appeals procedure. The centre must adhere to its internal appeals procedure.

Results and Post-results Services

- Before exams, all candidates must be made aware of the arrangements for post-results services and the accessibility of senior members of centre staff after the publication of results, including the exams officer, Deborah Thackeray and the head of centre, Lucy Meyer.
- Candidates must have access to a member of senior staff after the publication of results to discuss/make decision on the submission of a review/enquiry
- Candidates may request the return of work after moderation and work must not be disposed of earlier than allowed in the regulations
- Should a candidate (or parent/carer) be unhappy with a result, the complainant should refer via exams officer to awarding body post-results services.
- If a candidate (or parent/carer) is unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal, they may complain via Deborah Thackeray to the centre's internal appeals procedure.
- The centre must adhere to its internal appeals procedure.
- If the centre applied for the wrong post-results service/for the wrong script for a candidate, missed the awarding body deadline to apply for a post-results service or

applied for a post-results service for candidate without gaining required candidate consent/permission, the candidate or their parent/carer may complain via Deborah Thackeray to the centre's internal appeals procedure.

Raising a concern / complaint

If a candidate (or their parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification they is following, Lloyd Williamson Schools Foundation encourages them to try to resolve this informally in the first instance by talking to Lucy Meyer (head of centre) by phone or email.

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

How to make a formal complaint

- A formal complaint should be submitted in writing by completing a complaints form
- Forms are available from Deborah Thackeray or at the end of this policy
- Completed forms should be returned to Deborah Thackeray
- Forms received will be logged by the centre and acknowledged within 5 school 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

Internal appeals procedure

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 formal complaints form (see below)
- Forms received will be logged by the centre and acknowledged within 5 school days
- The appeal will be referred to the trustees for consideration. The review of the appeal should be undertaken by at least two members of the trustees. None of the panel should have detailed prior knowledge of the case. The review should take within 20 school days of the appeal being received.
- The Chair of Trustees will inform the appellant of the final conclusion in due course
- The appellant does not have the right to attend the review meeting

Updated January 2025.

This policy will be reviewed annually.

Lucy Meyer
Co-Principal and Head of Centre

Deborah Thackeray
Examination Officer

Complaints Form

- Complaint/appeal against the centre's delivery of a qualification
- Complaint/appeal against the centre's administration of a qualification

