Complaints procedure addendum - Summer 2020

This addendum to the school's complaints procedure applies to complaints about GCE and GCSE outcomes in summer 2020 only. The principles and timescales outlined in the school's complaints procedure will still apply. Ofqual have instructed that there are four grounds on which appeals, reviews or complaints may be made:

- If an error has been made by the school or the exam board in the entry or processing of data. Such appeals must be made by the school.
- A student may seek a review of a school's decision not to appeal to an exam board.
- A student may complain if they have evidence of bias or discrimination in the awarding of centre assessed grades.
- Mock results cannot be considered as part of an appeal following a change in Ofqual's guidance
  https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/911286/6671_Student_guide_to_post-16_qualifications_results_-_summer_2020.pdf

In all cases priority will be given to students whose concerns have immediate implications for their progression to the next stage of their education. All concerns that fall under the bullet points above will be treated using the process below.

Stage 1

Any communication with a student (or their parent if explicit approval/authority from their child can be evidenced) about centre assessed grades and rankings will be treated as falling under stage 1 of the school's complaint procedure.

Stage 2

If the information provided at stage 1 does not conclude the concern satisfactorily you may follow the procedure outlined in stage 2 of the school's complaints procedure. This will involve the appointment of an investigator by the Headmaster. This is likely to be a member of the Senior Leadership Team, but may be drawn from other parts of the workforce, governing board or a person entirely independent of the school, if necessary.

Stage 3

The final stage of the school's complaints procedure may only be used if the earlier stages have been fully completed and not resolved the issue.