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Examinations Complaints Policy

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Contents

Section	Page
1. Purpose of the Policy	4
2. Relationship to Other Centre Policies	4
3. Scope of Complaints	5
4. Informal Resolution	7
5. Formal Complaints	8
6. Outcomes of a Complaint	9
7. Escalation	9
8. Confidentiality and Record Keeping	9
9. Publication of the Policy	10
10. Review of Policy	10

Examinations Complaints Policy

1. Purpose of the Policy

Exceptional Ideas Ltd is committed to ensuring that all qualifications delivered by the centre are administered fairly, consistently and in full compliance with awarding body regulations.

This policy sets out how candidates and their parents/carers may raise a complaint about the delivery or administration of a qualification.

This policy is provided in accordance with the Joint Council for Qualifications (JCQ) General Regulations for Approved Centres (GR 5.3 and 5.8), which require centres to publish a complaints procedure relating to the delivery of qualifications.

The policy applies to all qualifications delivered by the centre, including:

- GCSE qualifications
- Entry Level Certificates (ELC)
- ASDAN Personal Effectiveness Qualification (PEQ)
- ASDAN Short Courses and Personal Development Programmes
- Any other regulated or internally assessed qualification delivered by the centre.

2. Relationship to Other Centre Policies

This policy should be read alongside the following centre policies:

- Examinations and Non-Examination Assessment Policy
- Internal Appeals Procedures (Exams and NEA)
- Malpractice Policy (Exams and Assessments)
- Access Arrangements and Reasonable Adjustments Policy
- Conflict of Interest Policy
- Whole School Complaints Procedure

These policies collectively ensure that Exceptional Ideas Ltd meets the regulatory expectations of JCQ, AQA, ASDAN and Ofqual.

3. Scope of Complaints

Concerns relating to examination results and post-results services (including clerical re-checks, reviews of marking or access to scripts) will normally be managed through the centre's Internal Appeals Procedures, which set out the process for requesting JCQ Post-Results Services.

A complaint under this policy may be made by:

- a candidate;
- a parent or carer;
- another person acting on behalf of the candidate.

Complaints must relate specifically to the delivery or administration of a qualification.

Examples may include (but are not limited to):

Teaching and assessment delivery

- concerns about the coverage of specification content
- concerns about the supervision of coursework or non-examination assessments
- failure to follow awarding body instructions when conducting assessments.

Access arrangements and support

- concerns that approved access arrangements were not implemented
- concerns regarding reasonable adjustments.

Examination administration

- errors relating to examination entries
- incorrect tier of entry
- failure to provide examination information or timetables.

Conduct of examinations

- unsuitable exam conditions
- inadequate invigilation
- disruption during an examination.

Results and post-results services

- failure to inform candidates about post-results services
- failure to apply for a requested post-results service within the required deadlines.

Where a complaint relates to a centre decision regarding assessment or marking, candidates must instead follow the Internal Appeals Procedures.

Where a complaint relates to suspected malpractice, the matter will be handled in accordance with the centre's Malpractice Policy.

Where a complaint relates to internally assessed work (Non-Examination Assessment or coursework), candidates must follow the Review of Centre Assessed Marks process, as set out in the centre's Internal Appeals Procedures.

The centre ensures that appropriate senior staff are available following the publication of examination results to provide advice regarding post-results services and appeals.

4. Informal Resolution

Exceptional Ideas Ltd encourages concerns to be raised informally in the first instance.

Most issues can be resolved quickly through discussion with:

- the candidate's teacher or Student Mentor;
- the Exams Officer;
- a member of the senior leadership team.

Where appropriate, the centre will investigate the issue and provide clarification or take corrective action.

5. Formal Complaints

If the concern cannot be resolved informally, a formal complaint may be submitted in writing. Formal complaints should be sent to admin@Exceptional-ideas.co.uk and addressed to:

**The Head of Centre
Exceptional Ideas Ltd**

The complaint should include:

- the candidate's name;
- the qualification involved;
- a clear description of the issue;
- any supporting evidence.

The centre will:

- acknowledge receipt of the complaint;
- review the information provided;
- investigate the matter in accordance with relevant JCQ or awarding body regulations.

Where appropriate, the investigation may involve:

- consultation with the Exams Officer;
- consultation with relevant teaching staff;
- review of examination records or assessment documentation;
- A written response will normally be provided within 10 working days.

6. Outcomes of a Complaint

Following the investigation, the centre will provide a written response outlining:

- the findings of the investigation;
- any corrective action taken;
- whether the complaint is upheld, partially upheld, or not upheld.

Where the complaint identifies a procedural issue, the centre will take steps to ensure that the matter is addressed and that relevant procedures are improved where necessary.

7. Escalation

If the complainant remains dissatisfied after the centre's response, the following options may apply:

- Request a review under the Internal Appeals Procedure, where appropriate.
- Follow the centre's Whole School Complaints Procedure.
- Contact the relevant awarding body, where the matter relates to awarding body procedures.

Awarding bodies cannot normally investigate matters until the centre's own complaints and appeals processes have been completed.

8. Confidentiality and Record Keeping

All complaints will be handled sensitively and in accordance with the Data Protection Act 2018 and UK GDPR.

Records relating to examination complaints will be retained securely in accordance with JCQ requirements and may be made available to:

- JCQ inspectors.
- Awarding bodies.
- Regulatory authorities where required.

9. Publication of the Policy

This policy is made available to:

- Candidates;
- parents/carers;
- centre staff.

It is published on the centre's internal systems and may be provided on request.

10. Review of Policy

This policy will be reviewed annually in March or earlier if required, following:

- updates to JCQ regulations;
- awarding body guidance;
- internal audit or inspection findings.