The Levels School

Complaints and Appeals (Exams) Policy

To review Nov 2026

See also:

Exams Policy
Examination Contingency Plan
Non-Examination Assessment Policy
Malpractice (Exams) Policy
Conflicts of Interest (Exams) Policy
Cyber Security (Exams) Policy

Contents

1. Internal Appeals Procedures – appeals against internal assessment decisions (centre assessed marks)

2. External Appeals – Post-Results Services (inc. appeals against the centre's decision not to support a RoR)

3. Complaints and Appeals Procedure

Appendix 1: Internal Appeals Form
Appendix 2: Complaints and Appeals Form
Appendix 3: Complaints and Appeals Log

1. INTERNAL APPEALS PROCEDURES – APPEALS AGAINST INTERNAL ASSESSMENT DECISIONS (CENTRE ASSESSED MARKS)

The Levels School is committed to ensuring that whenever its staff mark candidates' work (non-examination assessments) this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

The Levels School ensures that all centre staff follow the non-examination assessment policy. This policy details all procedures relating to non-examination assessments, including the marking processes which relevant teaching staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill. The Levels School 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 in a subject, 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 their work, or that the assessor has not properly applied the mark scheme to their marking, then they may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

1.1 The Exams Officer will be responsible for disseminating information to all candidates and their carers about the appeals process. The Head of Centre is in charge of managing appeals.

1.2 The Levels School 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.

1.3 The Levels School will inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of their work in meeting the published assessment criteria.

1.4 The Levels School will inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment.

1.5 The Levels School will, having received a request for copies of materials, promptly make them available to the candidate.

1.6 The Levels School will inform candidates they will not be allowed access to original assessment material unless supervised.

1.7 The Levels School will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision, informing candidates that if their decision is to request a review they will need to explain what they believe the issue to be.

1.8 The Levels School will provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests **must** be made in writing by completing the internal appeals form.

1.9 This appeal will be communicated as soon as possible to the respective Examinations Officer and Subject Leader.

1.10 The Levels School will allow sufficient time 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.

1.11 The Levels School 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.

1.12 The Levels School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.

1.13 The Levels School will inform the candidate in writing of the outcome of the review of the centre's marking.

1.14 The Examinations Officer will be informed of any changes to internally assessed marks and in turn inform the awarding bodies.

1.15 The outcome of the review of the centre's marking will be made known to the Head of Centre who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record of the review will be kept and made available to the awarding body upon request. The awarding body will be informed if the centre does not accept the outcome of a review.

1.16 As a small centre, all candidates' work is submitted to the awarding bodies for external moderation. The external moderation process may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional. Outcomes of moderation are not available until the release of results.

2. EXTERNAL APPEALS – POST-RESULTS SERVICES (INC APPEALS AGAINST THE CENTRE'S DECISION NOT TO SUPPORT a RoR)

Following the issue of results, awarding bodies make post-results services available to candidates. Candidates are informed of the arrangements for post-results services and the availability of senior members of centre staff immediately after the publication of results, **before** they sit any exams.

The JCQ post-results services currently available are detailed below.

Reviews of Results (RoRs):

- Service 1 (Clerical re-check)
  This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 (Review of marking)
- Priority Service 2 (Review of marking)
  This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)
- Service 3 (Review of moderation)
  This service is not available to an individual candidate

Access to Scripts (ATS):

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

All post results services must be processed via the Exams Officer at the centre. Candidates and parents/carers will be made aware of the deadline by which the school must receive such requests. Charges apply but will be waived if a change is made to the candidate's marks as a result of the enquiry.

Written candidate consent is required to process any post-results services. It is also required to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded. Candidate consent must only be collected after the publications of results. Candidates must complete, sign and return to the Exams Officer, the appropriate forms as provided by the awarding bodies.

Where a candidate (or their parent/carer) expresses concern that a particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the centre supports any concerns.

For written components that contributed to the final result, the centre will:

- Where a place a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking
- If the candidate is immediately below a grade boundary (one or two marks below) **and** has failed to meet their predicted grade, the school will automatically process and pay for a review of marking, if the candidate is in agreement
- In all other instances, consider accessing the script by:
  - (where the service is made available by the awarding body) requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline or
  - (where the option is made available by the awarding body) viewing the candidate's marked script online to consider if requesting a review of marking is appropriate
- On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking
- Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified
- Where relevant, advise an affected candidate to inform any third party (such as a university or college) that a review of marking has been submitted to an awarding body

For any moderated components that contributed to the final result, the centre will:

- Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation

- Consult the moderator's report/feedback to identify any issues raised
- Determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
- Determine if there are any grounds to submit a request for a review of moderation for the work of all candidates in the original sample

Where a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking or a review of moderation, the centre will:

- For a review of marking (RoR priority service 2), advise the candidate he/she may request the review but must pay the associated fee
- For a review of marking (RoR service 1 or 2), first advise the candidate to access a copy of their script to support a review of marking and pay any associated fees
- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (RoR service 1 or 2) is required, this must be submitted by the deadline set by the centre by providing the required fee for this service, they must pay the associated fees
- Inform the candidate that a review of moderation (RoR service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support a review of results, an internal appeal can be submitted to the centre by completing the internal appeals form, within 7 calendar days prior to the internal deadline for submitting a request for a review of results. The appellant will be informed of the outcome of their appeal before the internal deadline for submitting a RoR.

Following an RoR outcome, an external appeals process is available if the Head of Centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications Post-Results Services and JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes) will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the Head of Centre is satisfied after receiving the RoR outcome, but the candidate (or their parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre. In this instance, the internal appeals form should be completed and submitted to the centre within 7 calendar days of the notification of the outcome of the RoR. The head of centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the JCQ Appeals Booklet. Subject to the head of centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required 30 calendar days of receiving the outcome of the review of results process. Awarding

body fees, which may be charged for the preliminary appeal, must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body. If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

3. COMPLAINTS AND APPEALS PROCEDURE

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

Teaching and learning

- Quality of teaching and learning, for example
- 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 exam candidate
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- The marking of an internal assessment, which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body (complainant should refer to the centre's internal appeals procedure)
- Centre fails to adhere to its internal appeals procedure
- Candidate not informed of their centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of their centre assessed marks 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 centre assessed marks

Access arrangements

- Candidate not assessed by the centre's appointed assessor/s
- Candidate not involved in decisions made regarding his/her access arrangements
- Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed data protection notice/candidate data personal consent form)

- Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
- Exam information not appropriately adapted for a disabled candidate to access it
- Adapted equipment put in place failed during exam/assessment
- Approved access arrangement(s) not put in place at the time of an exam/assessment
- Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment

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 exam/assessment
- Candidate entered for a wrong exam/assessment
- Candidate entered for a wrong tier of entry

Conducting examinations

- Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place
- Room in which exam held did not provide candidate with appropriate conditions for taking the exam
- Inadequate invigilation in exam room
- Failure to conduct exam according to the regulations
- Online system failed during on-screen exam/assessment
- Disruption during exam/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Eligible application for special consideration for a candidate not submitted/not submitted to timescale
- Failure to inform/update candidate on the outcome of a special consideration application

Results and Post-results

- Before exams, candidate not made aware of the arrangements for post-results services and the accessibility 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 decision on the submission of a 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 applied for the wrong post-results service/for the wrong exam paper for a candidate
- Centre missed awarding body deadline to apply for a post-results service
- Centre applied for a post-results service for candidate without gaining required candidate consent/permission

If a candidate (or their parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification they are following, The Levels School encourages them 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 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 and appeals form
- Forms are available from the Exams Officer or the Head of Centre
- Completed forms should be returned to the Head of Centre
- Forms received will be logged by the centre and acknowledged within 7 calendar 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 7 calendar days
- The appeal will be referred to the Chair of Governors consideration
- The Chair of Governors will inform the appellant of the final conclusion in due course

APPENDIX 1: INTERNAL APPEALS FORM

Internal Appeals Form

Please tick box to indicate the nature of your appeal and complete all fields below. This form must be signed, dated and returned to the exams officer within the timescale provided.

☐ Appeal against an internal assessment decision and/or request for a review of marking

☐ Appeal against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal

Name of appellant		Candidate name (if different to appellant)	
Awarding body		Exam paper code	
Qualification type and subject		Exam paper title	

Please state the grounds for your appeal below (continue on additional page if necessary):

(If applicable tick below)

☐ Where my appeal is against an internal assessment decision I wish to request a review of the centre's marking

Appellant signature:	Date of signature:
(For centre use only) Date received:	Reference no:

APPENDIX 2: COMPLAINTS AND APPEALS FORM

Complaints and Appeals Form

Please tick box to indicate the nature of your complaint/appeal. This form must be competed in full. An incomplete form will be returned to the complainant/appellant.

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

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

Name of complainant/appellant	
Candidate name (if different to complainant/appellant)	

Please state the grounds for your complaint/appeal below (continue on additional page if necessary):

Please write as bullet points. include relevant detail such as dates, names etc. Provide any evidence you may have to support what you say
Identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate

Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s

Complainant/appellant signature:	Date of signature:
(For centre use only) Date received:	Reference no:

APPENDIX 3: COMPLAINTS AND APPEALS LOG

Complaints and Appeals Log

On receipt, all complaints/appeals are assigned a reference number and logged. Outcome and outcome date is also recorded.

The outcome of any review of the centre's marking will be made known to the Head of Centre. A written record of the review will be kept and logged as an appeal, so information can be easily made available to an awarding body upon request. The awarding body will be informed if the centre does not accept the outcome of a review – this will be noted on this log.

Ref no.	Date received	Complaint or Appeal	Outcome	Outcome date