



Complaints & Appeals Policy

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THE PRESCOT SCHOOL

Complaints & Appeals Policy

INTRODUCTION

1. Policy on Internal Assessments for External Qualifications

The Prescott School is committed to ensuring that:

- Internal assessments are conducted by members of the teaching staff who have the appropriate knowledge, understanding and skills and who have been trained in this area.
- Assessment evidence provided by 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.

THE POLICY – OVERVIEW

- 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.

PROCEDURES

- If a student has any concerns about the procedures used in assessing their internally assessed work for public exams i.e. internal assessment/portfolios, s/he should discuss the matter with the Head of Subject immediately. Following that, if the matter remains unresolved, the formal appeal procedure may be used by the student concerned.
- The regulations for GCSE, GCE, Entry Level and Project Qualification Coursework Assignments and GCSE Controlled Assessments 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 of others and don’t 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 or guardian of a student has the right to appeal against any decisions to reject to a candidate’s internally assessed work on the grounds of malpractice.

Written Appeals Procedure

The student, parent or guardian of a student wishing to appeal against the procedures used in internal assessment should write to the Examinations Officer as soon as the matter arises. The deadline for the receipt of appeal applications to reach the school is ten days prior to the start of the written examination series. Internal appeals will be considered, and resolved, by the date of the last externally assessed paper of the series (e.g. by the end of June for the summer series).

On receipt of a written appeal, an enquiry into the internal assessment will be conducted by the Examinations Officer, a member of the Senior Management Team and a Head of Department not involved in the internal assessment decision. This enquiry will consider whether the procedures used in the internal assessment conformed to the published requirement of the Awarding Body and the ACCAC Code of Practice.

The outcome of the appeal will be reported in writing to the student, parent or guardian (including relevant correspondence with the Awarding Body) before public exam results day for the award.

A written record of the appeal and the outcome will be kept on file at the centre and the Awarding Body will be informed of any amendments.

Policy on External Assessments for External Qualifications (Enquiries about Results – EARs)

Any student who wants to query a mark/grade awarded by an Awarding Body upon issue of results should follow the following procedure:

- i. Contact the Examinations Officer **and** the subject teacher as soon as possible (but at least **5 working days before the published deadline for EAR**) in person to discuss the mark/grade. The Examinations Officer will advise on the options available to query the mark/grade and the costs involved.
- ii. Students should be aware that EARs can result in marks/grades being raised, confirmed or lowered. Students must sign a consent form to confirm that they understand the consequence of an EAR. Consent forms will be issued by the Examinations Officer.
- iii. The subject teacher will review the student's marks/grades and discuss with the Head of Department to agree on the appropriate action taking into account the breakdown of marks, the grade boundaries and the student's predicted grades.

If the Department agrees to support the EAR:

- The request, together with the student's consent form, should be made to the Examinations Officer **before the published deadline for EARs**. The cost of the enquiry will be met by the departmental budget. If the EAR is successful, the fee will be refunded.

If the Department does not agree to support the EAR:

- A student may appeal against the decision not to support an EAR. Appeals should be made in writing to the Examinations Officer, at least **5 working days before the published deadline for EARs**. The appeal should state, in detail, the

reason(s) for the appeal. This appeal should be signed and dated and should include the daytime contact telephone number of the student, parent or guardian. The appeal information will be reviewed by the Examinations Officer and a member of the Senior Management Team; the outcome of the appeal will be communicated by telephone and 1st class letter post within 24 hours of receipt. This decision is final.

- If the centre does not support the EAR, the student may still proceed with the EAR, but all costs involved will be paid by the student at the time the EAR is made. No EARs will be made until fees are paid. Requests must be made in person to the Examinations Officer **before the published deadline for EARs**. If the enquiry is successful, the fee will be refunded to the student.
- iv. Outcomes following EARs will be forwarded by the Examinations Officer to the student as soon as they have been received from the Awarding Bodies.

REVIEW

The Reviewing of this policy will take place at the start of each academic year. The school's reaction response to any policy will be evaluated and any amendments to this policy made as appropriate.