HARROW INDEPENDENT COLLEGE
School of Mathematics, Science & Economics

HARROW INDEPENDENT COLLEGE COMPLAINTS POLICY 2026-27

Harrow Independent College is committed to ensuring that all examinations are conducted fairly, consistently, and in full compliance with JCQ regulations and awarding body requirements. This Complaints Policy sets out the formal procedure for raising and resolving complaints relating to the administration, conduct, and management of examinations within the centre.

This policy applies to all candidates, parents, guardians, and stakeholders who wish to raise concerns regarding examination-related matters. It covers complaints relating to examination arrangements, invigilation conduct, access arrangements, timetabling, candidate communication, centre administration of JCQ requirements, and any perceived failure to comply with Instructions for Conducting Examinations. It does not cover academic judgements, marking decisions, or grade appeals, which are handled directly by awarding bodies.

Complaints should initially be raised informally with the Exams Officer, who will attempt to resolve the matter promptly and fairly. Where informal resolution is not possible or appropriate, a formal written complaint must be submitted to the Head of Centre. The complaint should include full details of the issue, relevant dates, and any supporting evidence. Upon receipt of a formal complaint, the centre will acknowledge it within a reasonable timeframe and initiate an investigation.

Investigations will be conducted by the Head of Centre or a nominated senior leader who has not been directly involved in the matter. The investigation will include a review of relevant documentation, interviews with relevant staff or candidates where appropriate, and consideration of JCQ guidance and awarding body regulations. The centre will ensure that all investigations are conducted fairly, impartially, and without prejudice.

Following the investigation, a written outcome will be provided to the complainant outlining the findings, conclusions, and any actions taken or recommended. Where a complaint is upheld, the centre will take appropriate corrective action, which may include procedural changes, staff retraining, or escalation to awarding bodies where required under JCQ regulations.

If the complainant remains dissatisfied following the formal response, they may request an internal review by a senior leadership panel not previously involved in the case. Where appropriate, the matter may be referred to the relevant awarding body in accordance with JCQ procedures.

All complaints and outcomes are formally recorded and securely retained by the centre. Harrow Independent College ensures that no candidate will be disadvantaged or treated unfairly because of making a complaint. The centre will review all complaints periodically to identify trends and improve examination processes in line with continuous improvement and JCQ compliance expectations.