



HARROW INDEPENDENT COLLEGE
School of Mathematics, Science & Economics

Harrow Independent College

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Centre Number: 12703

Centre Policy on Enquiries about Results (EaR), Disputes and Appeals/Complaints

1. At Harrow Independent College (HIC), both internal and external candidates can sit for their examinations. They could view their result via online.
2. If there are any queries or disputes, HIC would genuinely try to answer them within a reasonable time. If a query cannot be dealt with parents, guardian and or candidates, HIC would contact the respective examination board to handle the query.
3. HIC has no affiliated colleges. HIC has the examination office at the above mentioned address.
4. HIC conducts written examinations. These examinations are assessed by examination board. i.e. candidates' scripts are externally marked.
5. If you are a **HIC candidate**, you could apply for **Review of marking anytime on or before the deadline specified by the JCQ for the specific exam series**. This is a priority post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. Candidate consent must be required after the publication of results. There is a charge for this service by the examination board and additional administration charge by HIC.
6. Candidate consent for clerical re-checks must be required after the publication of results. There is a charge for this service by the examination board and additional administration charge by HIC.
7. The appeals process is available to centres, and private candidates, who remain dissatisfied after receiving the outcome of a review of results.
8. If you are a **HIC candidate** and would like to **appeal** against the results you obtained, you must do so sooner rather than later **through HIC**.

9. If you are an **external** (private) candidate at this centre, you could directly lodge an appeal or approach HIC for this service.
10. HIC would attempt to resolve your queries efficiently, in a timely manner, by contacting the examination board.
11. To make an appeal against the examination results, please ensure you have read the guidelines published by the exam board. Alternatively you can visit the JCQ website using the link <http://www.jcq.org.uk/exams-office/appeals>. This booklet provides full details of the awarding bodies' appeals processes and the associated timescales.
12. Please contact the centre admin staff for the required forms to make an appeal.
13. Please note after receiving the result of an exam related appeal you have made, HIC will not be responsible for any outcome of the result received.
14. Please note that the above web-page contains that *'Appeals do not normally involve the further re-marking or re-moderation of work, unless the initial appeals investigation suggests that procedures were not followed during the EAR'*

Complaints and Appeals Procedure (Exams) 2024-25

This procedure is reviewed annually to ensure compliance with current regulations

Key staff involved in the complaints and appeals procedure

- Eesha Saadrani – Exams Officer
- Shandhya Parameswaran- Exams Officer
- Kandiah Kandeepan – Head of the Centre

Purpose of the procedure

This procedure confirms HIC's compliance with **JCQ's General Regulations for Approved Centres** that the centre will draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification.

Grounds for complaint

A candidate (or his/her/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
- Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of his/her 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
- 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
- Centre applied for the wrong post-results service/for the wrong script 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

Complaints and Appeals Procedure

If a candidate (or his/her/their parent/carer) has a general concern or complaint about the HIC's delivery or administration of a qualification he/she is following, HIC encourages him/her/them to try to resolve this informally in the first instance. Please address any concerns or complaints by sending an email to office@harrowindependentcollege.co.uk

If a complaint fails to be resolved informally, the candidate (or his/her/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** (see Annex A to this document).
- Completed forms should be returned to office@harrowindependentcollege.co.uk

- Forms received will be logged by the centre and acknowledged within 5 working days

How a formal complaint is investigated

- The office 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 2 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 5 working days
- The appeal will be referred to Chair of governors, for consideration.
- The Chair of Governors will inform the appellant of the final conclusion as soon as possible and within 4 working weeks.

Complaints and Appeals form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick box to indicate the nature of your complaint/appeal

- ☐ 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:

If your complaint is lengthy please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say

Your appeal should 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

If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

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:

This form must be completed in full - an incomplete form will be returned to the complainant/appellant