



# **Complaints Policy (Exams)**

Croydon High School

## Complaints Policy (Exams)

Centre name	Croydon High School
Centre number	14318
Date policy first created	16/02/2024
Current policy approved by	Ben Rew
Current policy reviewed by	Grace Lewis
Date of next review	31/10/2024

### Key staff involved in the policy

Role	Name
Head of centre	Annabel Davies
Senior leader(s)	Ben Rew
Exams officer	Grace Lewis
Other staff (if applicable)	Lynn Martin

This procedure is reviewed and updated annually to ensure that the complaints at Croydon High School are managed in accordance with current requirements and regulations.

Reference in this procedure to GR refers to the JCQ publication **General Regulations for Approved Centres**.

### Purpose of the policy

The purpose of this policy is to confirm the arrangements for complaints at Croydon High School and confirms compliance with JCQ's **General Regulations for Approved Centres** (sections 5.3, 5.8) in drawing to the attention of candidates and their parents/carers its written complaints and appeals procedure which covers general complaints regarding the centre's delivery or administration of a qualification.

## **Raising a concern/complaint**

If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, Croydon High School encourages an informal resolution in the first instance. This can be undertaken by raising the concern or complaint in person, by telephone or in writing to the Head of Centre. The Head (or his or her representative) will investigate the complaint.

- The Head will respond to the parents, usually within 10 school days.
- The Head will keep written records of all meetings and interviews held in relation to the complaint.
- The school will also keep a written record of complaints, any action taken by the school as a result, and whether they were resolved at the informal or formal stage or proceeded to a panel hearing.
- Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents informed of this decision in writing. The Head will also give reasons for his/her decision.
- Complaints about the Head should be made directly to the Chief Executive.

If a concern or complaint fails to be resolved informally, the candidate (or parent/carer) is then at liberty to make a formal complaint.

### **How to make a formal complaint**

If the complaint cannot be resolved on an informal basis, a formal complaint should be submitted, as per the GDST Complaints Procedure Policy Stage 2, Part B.

### **Internal appeals procedure**

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted as per the GDST Complaints Procedure Policy Stage 3.