

Maiden Erlegh Trust
**ADDENDUM TO COMPLAINTS
POLICY (EXAMINATION
RESULTS 2021)**



MAIDEN ERLEGH
TRUST

Initial approval:	April 2021
Review frequency:	N/A
Date(s) reviewed:	

SUMMER EXAMINATION RESULTS 2021

This addendum to the Trust's Complaints Policy applies to complaints about the 2021 outcomes of public examinations (eg: GCE, BTEC, GCSE) only.

Summer results days 2021 are:

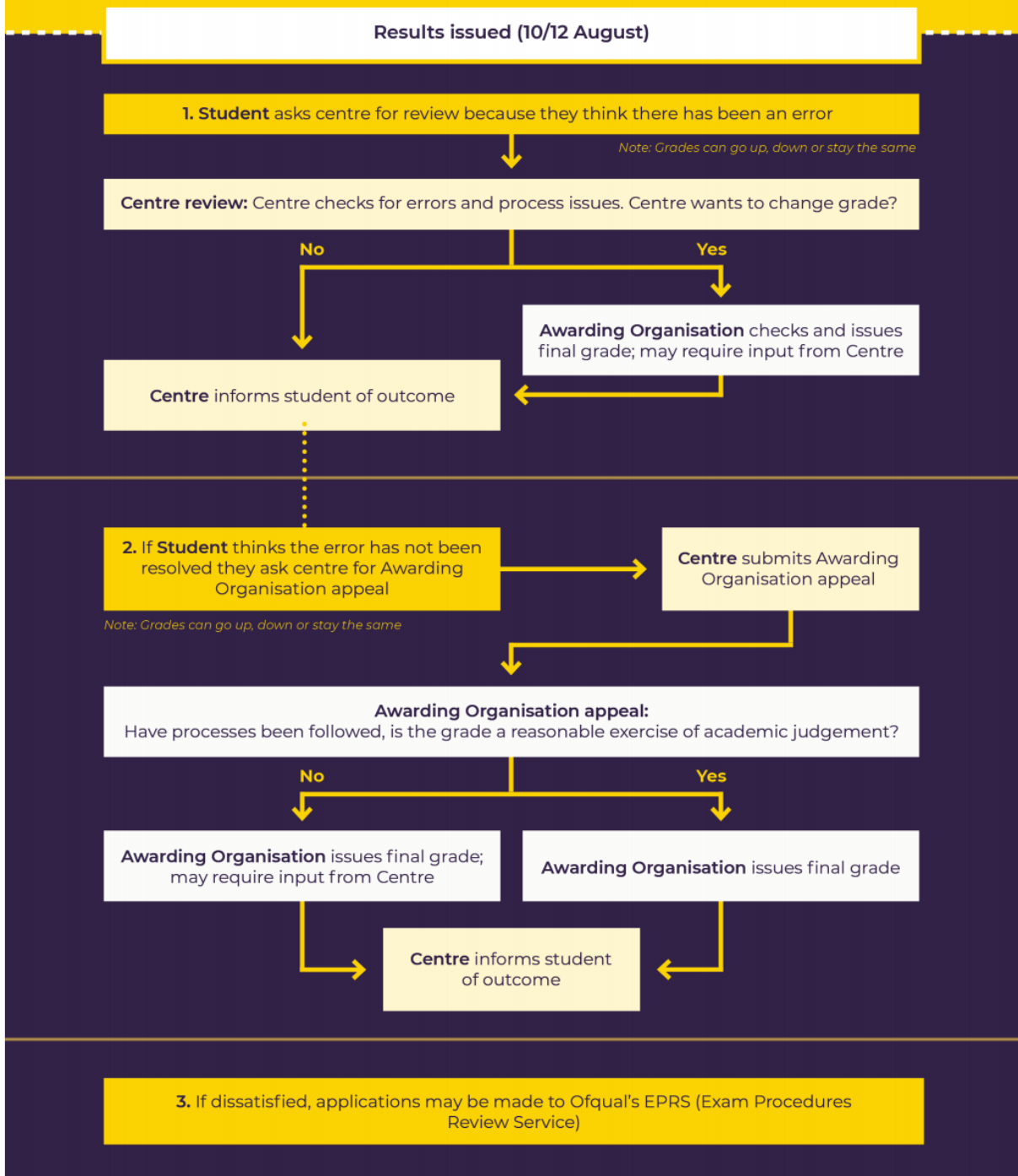
- 10 August: A/AS Levels and relevant other Level 3
- 12 August: GCSE and relevant other Level 2

There are two stages to the Appeals process and Ofqual have instructed that there are four grounds upon which a centre review or an appeal to an awarding organisation may be requested:

Stage	Description of Stage
<p>Stage 1: Centre Review</p>	<p>If a student does not consider that they have been issued with the correct grade, they can ask their centre to check if an administrative or procedural error has occurred. An administrative error could be that an incorrect grade was submitted; an incorrect assessment mark was used when determining the grade. A procedural error could be the centre did not follow its Centre Policy, did not undertake internal quality assurance, did not take account of access arrangements or mitigating circumstances such as illness.</p> <p>The centre must inform the student of the outcome of the centre review.</p> <p>The centre will need to ensure the student is aware that their grade could go down, up or stay the same. The student must provide written and recorded consent.</p> <p>If the centre finds that an error has occurred, they will be able to submit a request to the awarding organisation to correct the error and amend the grade without the need to make an appeal to the awarding organisation.</p>
<p>Stage 2: Appeal to the awarding organisation</p>	<p>The appeal will be submitted by the centre on behalf of the student only after Stage 1 has been completed.</p> <p>An appeal should be submitted if the student considers that:</p> <ul style="list-style-type: none"> • the centre did not follow its procedure properly (see above); • the awarding organisation has made an administrative error e.g. the grade was incorrectly changed by the awarding organisation during the processing of grades; • the student considers that the grade awarded was an unreasonable exercise of academic judgement in the choice of evidence from which to determine the grade and/or the determination of the grade from that evidence. <p>The centre will need to ensure the student is aware that their grade could go down, up or stay the same.</p>

Appeals Process

After results day



This addendum should be read alongside:

- [Trust's Complaints Policy](#)
- The school's advice regarding requesting information about examination results and appeals (found on each individual school's website).

The Trust Complaints Policy will apply in full except in the circumstances outlined below. The reason for this is that the deadline for appeals to be submitted to Examination Boards is 17 September 2021 and we are mindful of doing everything reasonable to resolve concerns and

complaints in good time. Priority will therefore be given to students whose concerns have immediate implications for their progression to the next stage of their education. In these cases only the following changes will apply:

Policy Stage	Summary of Process
Stage 1 - Concerns	Concerns should be raised with the Headteacher in writing the first instance. We expect that most concerns will be resolved by way of a telephone discussion or informal meeting. We will endeavour to do this within 72 hours.
Stage 2 – Formal Complaint to the Headteacher	<p>If the concern is not resolved through the Stage 1 process, the complainant may follow the procedure outlined in Stage 2 of the policy.</p> <p>The complainant should clearly set out the matters in dispute and what they believe the school should do to resolve the complaint. They should include as much detail as possible and use the pro-forma in Appendix 1 of the full Complaints Policy. They should send their Appendix and supporting evidence to the Headteacher.</p> <p>An acknowledgement will be sent within 24 hours and the school will endeavour to respond fully in writing within 5 working days.</p>
Stage 3 – Review by the Chair of the Local Advisory Board (LAB) / Interim transition Board (ITB)	<p>This stage of the Complaints Policy may only be used if the earlier stages have been fully completed and have not resolved the issue. Please note that at Stage 3, the complainant should not repeat the matters already or re-send documents already provided.</p> <p>They should use the pro-forma in Appendix 1 of the full Complaints Policy to set out clearly how and why they do not accept the findings made under Stage 2.</p> <p>The Chair of the LAB/ITB will review and consider all the documentation associated with the previous stages of the complaint. Due to the very tight time-scales, they may delegate the review to another member of the LAB/ITB or Trust and they the investigation will not involve any “interviews” unless in exceptional circumstances.</p> <p>The Chair of the LAB/ITB will write to the complainant within 5 days confirming the outcome of the review. Their letter will set out whether they agree with the findings and conclusion under Stage 2, and give reasons, as well as responding to any criticisms of the Stage 2 investigation.</p> <p>Complaints should send their Appendix and supporting evidence to the Clerk to the Local Advisory Board. An acknowledgement will be sent within 24 hours and the school will endeavour to respond fully in writing within 5 working days.</p>

Important notes

- Concerns and Complaints should be raised by the student (or their parent if written approval/authority from their child can be evidenced)
- Due to the tight timelines involved, if complaints are not received in sufficient time, we cannot guarantee that they will be resolved by 17 September 2021. **We strongly recommend that, if students feel they need to use Stage 2 of the Policy, they start this process no later than 1 September 2020 (having already used Stage 1).**

- There is no Stage 4 in the above process although complainants can use Stage 4 of the Policy but this will fall outside the time-frame necessary to meet the appeals deadline.

Please note that where an appeal raises significant concerns about a centre's implementation of its policy, or where appeals do not appear to have been submitted as requested by students the centre may be referred to the awarding body's malpractice investigation team for potential review and further action.

Important Dates

Date	Activity
10 August to 7 September	Priority Appeals Window
10 August to 16 August	Student requests centre review
10 August to 20 August	Centre conducts centre review
11 August to 23 August	Centre submits appeal to awarding organisation
10 August to 31 October	Non-Priority Appeals Window
10 August to 3 September	Student requests centre review
10 August to 10 September	Centre conducts centre review
11 August to 17 September	Centre submits appeal to awarding organisation