



# PLUME

*Maldon's Community Academy*

## Complaints and Appeals Procedure (Exams) 2022/2023

*This policy has been approved by the Board of Trustees with reference to the academy's Equality Policy. The aims of the Equality Policy are to ensure that Plume Academy meets the needs of all, taking account of gender identity, ethnicity, culture, religion, language, sexual orientation, age, ability, disability and social circumstances. It is important that in this academy we meet the diverse needs of students to ensure inclusion for all and that all students are prepared for full participation in a multi-ethnic society*

his procedure is reviewed annually to ensure compliance with current regulations

|                      |              |
|----------------------|--------------|
| Approved/reviewed by |              |
| Ruth Clark           |              |
| Date of next review  | October 2023 |

## Key staff involved in the procedure

| Role           | Name(s)           |
|----------------|-------------------|
| Head of Centre | Carl Wakefield    |
| SLT member(s)  | Ruth Clark        |
|                | Tom Baster        |
|                | Ash Stoneman      |
| Exams Officer  | Beverley Chittock |
| ALS lead/SENCo | Olu Bamigbele     |

## Purpose of the procedure

This procedure confirms Plume's compliance with JCO's **General Regulations for Approved Centres** (section 5.8) 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.*

## Complaints and appeals procedure

If a candidate (or his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, Plume Academy encourages him/her to try to resolve this informally in the first instance. A concern or complaint should be made in person, by telephone or in writing to the Head of Centre.

If a complaint fails to be resolved informally, the candidate (or his/her 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** (Appendix)
- Forms are available from Plume Academy's Examinations Office
- Completed forms should be returned to Head of Centre (Executive Principal)
- Forms received will be logged by the centre and acknowledged within 3 working days

### How a formal complaint is investigated

- The Head of Centre 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 10 working days

## 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 by again completing a **Complaints and Appeals form**
- Forms received will be logged by the centre and acknowledged within 3 working days
- The appeal will be referred to the Chair of the Board of Trustees for consideration
- The Chair of the Board of Trustees will inform the appellant of the final conclusion in due course

## 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 grounds are 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**



