



St Mary's Catholic School

2019-2020 A Level and GCSE results

Complaints procedure

Concerns re A Level and GCSE Results

In the first instance, please contact the school with any concerns regarding your child's examination results in the summer of 2020. We would hope that any concerns would be able to be resolved informally, through informal, constructive dialogue with the school. Please share any concerns in person, by telephone or in writing, with Dr Stanton (GCSE exams) or Mr McKeating (A Level exams).

Grounds for Appeal

Please read the Ofqual/government guidance published on the 19th August 2020 entitled '*Student guide to appeals, malpractice and maladministration complaints, Summer 2020.*' You will find this on the Ofqual website.

In summary, students and parents cannot appeal against the Centre Assessed Grades submitted by the school.

You can ask the school to check whether it made an administrative error when submitting CAGs to the exam board. If you wish for us to complete this administrative check, please let us know.

Maladministration/Malpractice

If you believe that your CAGs could have been influenced by bias or discrimination, there is also guidance in the Ofqual document regarding this, although the guidance is clear that it expects individual cases of bias or discrimination 'to be rare'.

If you think bias or discrimination has affected you, you should first discuss this with the school. You would need to have evidence of bias or discrimination, to make such an allegation.

To be clear, as the Ofqual guidance states, this would not be an appeal, as students and parents are not allowed to appeal CAGs, rather, this would be a potential complaint to the school. You would need to submit your **evidence** of malpractice or maladministration in writing to the school, for the school to consider this, formally.

Formal complaint

As above, if you have a concern with any aspect of the summer 2020 exams results, you should in the first instance try to resolve this matter informally with the school.

However, if you feel a matter has not been resolved informally, you are entitled to make a formal complaint.

- A complaint should be submitted in writing to the Head of Centre by completing a Complaints Form. The form is available as an appendix to this document.
- Completed forms should be returned to the school, marked for the attention of the Headteacher's PA.
- Forms received will be logged by the centre and acknowledged within 5 calendar 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, in writing, within 10 working days from the acknowledgement of receipt of the form, above.

Complaint to Governors

Following the outcome of the formal complaint above, if the complainant remains dissatisfied and believes there are clear grounds, a complaint to the governors can be submitted.

- Any complaint must be submitted in writing by again completing a Complaints Form.
- Forms received will be logged by the centre and acknowledged within 5 calendar days.
- The complaint will be referred to Chair of Governors for consideration.
- The Chair of Governors will inform the parent/student in writing of the final conclusion in due course.

Ofqual states, they would expect you to raise any concerns with your school initially. However, they also state that if you have evidence of malpractice or maladministration, it may be appropriate for you to discuss this directly with the exam board.

