





Bromley Adult Education College

Complaints Policy (Exams)

2024-25

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Centre Number	14207
Policy Reviewed on	06/11/24
Head of Centre signature (Yvonne Tomlin Miller)	
Qualifications Officer signature (Veronica Hughes)	
Date of next review	01/09/2025

Key staff involved in the procedure

Role	Name(s)
Head of Centre	Yvonne Tomlin Miller
Head of Curriculum and Quality	Darren Kirwin
Curriculum Development Managers	Paola Moioli Louise Smith Philip Bedford
Qualifications Officer/SENCo	Veronica Hughes

This policy is reviewed and updated annually to ensure that any complaints at Bromley Adult Education are managed in accordance with current requirements and regulations.

Purpose of the procedure/policy

The purpose of this policy is to confirm the arrangements for complaints at Bromley Adult Education College and confirms compliance with JCO's **General Regulations for Approved Centres** (5.3, 5.8) in drawing to the attention of candidates our written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification and our internal appeals procedure.

Grounds for complaint

A candidate at Bromley Adult Education College may make a complaint on the grounds below (This is not an exhaustive list).

Teaching and learning

- 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)
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCO/awarding body instructions
- Candidate not informed of their centre assessed mark prior to marks being submitted to the awarding body
- Candidate not informed of their centre assessed mark 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 the centre assessed mark
- Candidate unhappy with internal assessment decision (complainant to refer to the centre's **internal appeals procedure**)
- Centre fails to adhere to its internal appeals procedure

Access arrangements and special consideration

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding their access arrangements
- Candidate did not consent to record their personal data online (by the non-acquisition of a completed **candidate personal data consent form**)
- Candidate not informed/adequately informed of the arrangement(s) in place and the subjects or components of subjects where the arrangement(s) would not apply
- Examination information not appropriately adapted for a disabled candidate to access it

- Adapted equipment/assistive technology put in place failed during examination/assessment
- Approved access arrangement(s) not put in place at the time of an examination/assessment
- Appropriate arrangement(s) not put in place at the time of an examination/assessment as a consequence of a temporary injury or impairment
- Candidate unhappy with centre decision relating to access arrangements or special consideration (complainant to refer to the centre's **internal appeals procedure**)
- Centre fails to adhere to its internal appeals procedure

Entries

- Candidate not entered/entered late (incurring a late entry fee) for a required examination/assessment
- Candidate entered for a wrong examination/assessment
- Candidate entered for a wrong tier of entry

Conducting examinations

- Failure to adequately brief candidate on examination timetable/regulations prior to examination/assessment taking place
- Room in which assessment held did not provide candidate with appropriate conditions for taking the examination
- Inadequate invigilation in examination room
- Failure to conduct the examination according to the regulations
- Online system failed during (on-screen) examination/assessment
- Disruption during the examination/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Failure to inform/update candidate on the accepted/rejected outcome of a special consideration application if provided by awarding body

Results and Post-Results

- Before examinations, candidate not made aware of the arrangements for post-results services and the availability 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 a decision on the submission of a results review/enquiry
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- Candidate unhappy with a result (complainant to refer via qualifications officer to awarding body **post-results services**)

- Candidate unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal (complainant to refer to the centre's **internal appeals procedure**)
- Centre fails to adhere to its internal appeals procedure
- 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 a candidate without gaining required candidate consent/permission

Raising a concern/complaint

If a candidate has a general concern or complaint about the centre's delivery or administration of a qualification, Bromley Adult Education College encourages an informal resolution in the first instance.

This can be undertaken by:

- Emailing customer services or the Head of Centre raising their concern or complaint

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

How to make a formal complaint

All documentation relating to the submission of a formal complaint is available from, and should be returned to the customer services manager or head of centre.

Formal complaints will be logged and acknowledged within 3 working days.

To make a formal complaint, candidates must refer to Bromley Adult Education College's Customer Care Policy 2024-25 and follow the procedures outlined in the Policy.

How a formal complaint is investigated

The head of centre or a member of the senior management team will investigate the complaint and report on the findings and conclusion.

The findings and conclusions of any investigation will be provided to the complainant within 10 working days after all investigations have been completed.

Internal Appeals Procedure

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted.

However, before taking these steps, candidates can contact Bromley Adult Education College again or the LBB Complaints Department, Civic Centre; Bromley BR3 3UH.

Otherwise, appeals should be submitted to:

- The Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH. Further information is available via their website www.lgo.org.uk
- If the complaint is concerning disability discrimination appeals should be made by contacting the conciliation service of the Equality Advisory Support Service (EASS) www.equalityadvisoryservice.com, Helpline: 0808 800 0082, Text phone: 0808 800 0084. Monday – Friday 9.00 am – 7.00 pm; Saturday 10.00 am – 2.00 pm Freepost EASS Helpline FPN 6521
- If the complaint is relating to a course supported by the Education and Skills Funding Agency, appeals should be made by contacting the Complaints Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT or email complaints.EFSA@education.gov.uk
- In the case of a complaint relating to a course supported by the Greater London Authority, appeals should be made by contacting The Public Liaison Unit, Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA Tel. 020 7983 4100, minicom 020 7983 4458 email: mayor@london.gov.uk, <https://www.london.gov.uk/about-us/contacting-city-hall-and-mayor>