

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 we would encourage them to try to resolve this informally in the first instance. The concern or complaint should be made in person, by telephone or in writing to the appropriate person e.g. Subject Leader, Examinations Officer or Head of Centre (the Head Teacher).

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

How to make a formal complaint

- ▶ A complaint should be submitted in writing by completing the **TGS Examination Complaints and Appeals Form** (see below)
- ▶ Forms are available from the Examinations Officer
- ▶ Completed forms should be returned to the Examinations Officer
- ▶ Forms received will be logged by the centre and acknowledged within 5 calendar days (within term time)

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 2 working weeks.

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 in writing by again completing a **TGS Examination Complaints and Appeals Form** – see below
- ▶ Forms received will be logged by the centre and acknowledged within [5 calendar days]
- ▶ The appeal will be referred to the Chair of Governors (or a special Committee of the Governing body) for consideration
- ▶ The Chair of Governors (or Committee) will inform the appellant of the final conclusion in due course.

Please note that there is a separate appeals process with regard to the awarding of Centre Assessment Grades. See the TGS Internal Appeals Procedure.

TGS Examination 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 complaint is 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.

