



# The BRIT School

## Complaints Policy (Exams)

2025-2026

### KEY STAFF INVOLVED

Role	Name(s)
Head of Centre	Stuart Worden
Senior Leaders	Louise Cooper Katie Findlater
Exams Officer	Charlotte Byrne

### **Purpose of the policy**

This policy confirms The BRIT School's compliance with JCQ's General Regulations for Approved Centres (5.3, 5.8) in drawing to the attention of candidates and their parents/carers 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 (or their parent/carer) may make a complaint on the grounds below (this is not an exhaustive list)-

### Teaching and learning:

- Quality of teaching and learning, for example 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, or inadequate feedback for a candidate following assessment(s).
- Pre-release/advance material/set task issued by the awarding body not provided on time to an exam candidate.
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions.
- Candidates not informed of their centre assessed marks prior to marks being submitted to the awarding body.
- Candidates not informed of their centre assessed marks in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body.
- Candidates not given sufficient time to review materials to make a decision whether to request a review of centre assessed marks.
- Candidate unhappy with internal assessment decision.
- Centre fails to adhere to its internal appeals procedure.

### Access Arrangements and special consideration.

- Candidate not assessed by the centre's appointed assessor.
- Candidates not involved in decisions made regarding their access arrangements.
- Candidate was not informed that an application for access arrangements was to be processed using Access Arrangements Online, complying with the UK GDPR and the Data Protection Act 2018
- Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply.
- Exam information not appropriately adapted for a disabled candidate to access it.
- Adapted equipment/assistive technology put in place failed during exam/assessment.
- Approved access arrangement(s) not put in place at the time of an exam/assessment.

### Entries

- Failure to clearly explain a decision of early entry for a qualification to a candidate (or parent/carer).
- Candidate not entered/entered late (incurring a late entry fee) for a required exam/assessment.
- Candidate entered for a wrong exam/assessment.
- Candidate entered for a wrong tier of entry.

## Conducting examinations

- Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place.
- Room in which exam held did not provide candidate with appropriate conditions for taking the exam.
- Inadequate invigilation in exam room.
- Failure to conduct exam according to the regulations.
- Online system failed during (on-screen) exam/assessment.
- Disruption during exam/assessment.
- Alleged, suspected or actual malpractice incident not investigated/reported.
- Eligible application for special consideration for a candidate not submitted/not submitted to timescale.
- 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 exams, 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 decision on the submission of a review/enquiry.
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations.
- Candidate (or parent/carer) unhappy with a result.
- Candidate (or parent/carer) unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal.
- 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 candidate without gaining required candidate consent/permission.

## Raising a concern/complaint

If a candidate (or their parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification they are following, The BRIT School encourages the candidate to try to resolve this informally in the first instance. Please refer to the BRIT School complaints policy, on the BRIT school website for the overall Complaints Policy.

## Internal appeals procedure

Please refer to the BRIT School Internal Appeals Procedure for exams. This can be found on the BRIT School website.

**Complaints form**

FOR CENTRE USE ONLY	
Date received	
Reference No.	

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Please tick box to indicate the nature of your complaint

- Complaint-against the centre's delivery of a qualification
- Complaint against the centre's administration of a qualification

