



**Ormiston
RIVERS
Academy**

COMPLAINTS (Exams)

2023/24

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Date of next review	

Purpose of the policy

This policy confirms Ormiston Rivers Academy's compliance with JCO's **General Regulations for Approved Centres** (sections 5.3, 5.8) in drawing to the attention of candidates and their parents/carers its written complaints policy which will cover general complaints regarding the centre's delivery or administration of a qualification.

Raising a concern/complaint

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, Ormiston Rivers Academy encourages him/her to try to resolve this informally in the first instance.

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

All formal complaints will be dealt with following Ormiston Rivers Academy's Complaints Policy which can be found on our website.

[Complaints-Policy-July-2023.pdf \(ormistonriversacademy.co.uk\)](#)