



**Ormiston
RIVERS
Academy**

COMPLAINTS (Exams)

2025/26

This policy is reviewed annually to ensure compliance with current regulations

Policy Owner: Examinations Officer

Approved/Reviewed By: Senior Leadership Team

Review Cycle: Annual

Next Review Date: September 2026

Key Staff Involved

- Head of Centre: Ms D Piralic
- Senior Leaders: Ms H Victory / Mr J Priddle
- Exams Officer: Mrs S Brewster

Introduction

This policy confirms Ormiston Rivers Academy's compliance with JCQ General Regulations for Approved Centres in relation to complaints regarding the delivery, administration and management of examinations and assessments.

The school is committed to dealing with all examinations-related concerns fairly, consistently and promptly.

Purpose of the Policy

- Provide a clear process for raising examinations-related concerns or complaints
- Ensure concerns are investigated fairly and proportionately
- Clarify the distinction between complaints, appeals and malpractice allegations
- Promote confidence in the integrity and administration of examinations

Scope of the Policy

- Examination administration and organisation
- Access arrangements and reasonable adjustments
- Conduct of examinations and invigilation
- Communication relating to examinations
- Processing of examination entries and results
- Management of internal assessments where relevant

Raising a Concern Informally

Candidates and parents/carers are encouraged to raise concerns informally in the first instance with the Exams Officer or an appropriate senior leader.

Formal Complaints Procedure

- Where concerns cannot be resolved informally, a formal complaint may be submitted in writing.
- Formal complaints will normally be acknowledged within five school days.
- Investigations will be conducted by an appropriate member of staff not directly involved in the matter where possible.

- A written outcome will normally be provided within ten school days.
- Where further investigation is required, updates will be provided to the complainant.

Appeals and Malpractice

Concerns relating to examination results, access arrangements decisions or suspected malpractice may instead fall under the school's Internal Appeals Procedure, Malpractice Policy or Whistleblowing Policy.

Suspected malpractice or maladministration will be handled in accordance with JCQ and awarding body regulations.

Confidentiality and Record Keeping

- All complaints will be handled confidentially and sensitively.
- Information will only be shared where necessary to investigate or resolve the complaint.
- Complaint records will be retained in accordance with the school's data retention procedures and JCQ requirements.

Escalation

If a complainant remains dissatisfied following the conclusion of the school's complaints process, the matter may be referred to the relevant awarding organisation or appropriate external body where applicable.

Related Policies

- Internal Appeals Procedure
- Malpractice Policy
- Whistleblowing Policy
- Access Arrangements Policy
- Whole-School Complaints Policy

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

[ORA-Complaints-Policy-September-2025.pdf](#)