

Maiden Erlegh Trust
**ADDENDUM TO COMPLAINTS
POLICY (EXAMINATION
RESULTS 2020)**



MAIDEN ERLEGH
TRUST

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SUMMER EXAMINATION RESULTS 2020

This addendum to the Trust's Complaints Policy applies to complaints about the 2020 outcomes of public examinations (eg: GCE, BTEC, GCSE) only.

Ofqual have instructed that there are three grounds on which appeals, reviews or complaints may be made:

1. If an error has been made by the school or the examination board in the entry or processing of data. Such appeals must be made by the school.
2. A student may seek a review of a school's decision not to appeal to an exam board.
3. A student may complain if they have evidence of bias or discrimination in the awarding of centre assessed grades.

This addendum should be read alongside:

- Trust's Complaints Policy
<http://www.maidenerleghtrust.org/attachments/download.asp?file=99&type=pdf>
- The school's advice regarding requesting information about examination results and appeals (found on each individual school's website).

The Trust Complaints Policy will apply in full except in the circumstances outlined below. The reason for this is that the deadline for appeals to be submitted to Examination Boards is 17 September 2020 and we are mindful of doing everything reasonable to resolve concerns and complaints in good time. Priority will therefore be given to students whose concerns have immediate implications for their progression to the next stage of their education. In these cases only, the following changes will apply:

Stage 1 - Concerns

Concerns should be raised with the Headteacher, in writing, in the first instance. We expect that most concerns will be resolved by way of a telephone discussion or informal meeting. We will endeavour to do this within 72 hours.

Stage 2 – Formal Complaint to the Headteacher

If the concern is not resolved through the Stage 1 process, the complainant may follow the procedure outlined in Stage 2 of the policy.

The complainant should clearly set out the matters in dispute and what they believe the school should do to resolve the complaint. They should include as much detail as possible and use the pro-forma in Appendix 1 of the full Complaints Policy. They should send the completed Appendix 1 form and supporting evidence to the Headteacher.

An acknowledgement will be sent within 24 hours and the school will endeavour to respond fully in writing within 5 working days.

Stage 3 – Review by the Chair of the Local Advisory Board (LAB) / Interim transition Board (ITB)

This stage of the Complaints Policy may only be used if the earlier stages have been fully completed and have not resolved the issue. Please note that at Stage 3, the complainant should not repeat the matters already or re-send documents already provided.

They should use the pro-forma in Appendix 1 of the full Complaints Policy to set out clearly how and why they do not accept the findings made under Stage 2.

The Chair of the LAB/ITB will review and consider all the documentation associated with the previous stages of the complaint. Due to the very tight time-scales, they may delegate the review to another member of the LAB/ITB or Trust. The investigation will not involve any “interviews” unless in exceptional circumstances.

The Chair of the LAB/ITB will write to the complainant within 5 days confirming the outcome of the review. Their letter will set out whether they agree with the findings and conclusion under Stage 2, and give reasons, as well as responding to any criticisms of the Stage 2 investigation.

Complaints should send their Appendix and supporting evidence to the Clerk to the Local Advisory Board. An acknowledgement will be sent within 24 hours and the school will endeavour to respond fully in writing within 5 working days.

Important notes

- Concerns and Complaints should be raised by the student (or their parent if written approval/authority from their child can be evidenced)
- Due to the tight timelines involved, if complaints are not received in sufficient time, we cannot guarantee that they will be resolved by 17 September 2020. **We strongly recommend that, if students feel they need to use Stage 2 of the Policy, they start this process no later than 1 September 2020 (having already used Stage 1).**
- There is no Stage 4 in the above process although complainants can use Stage 4 of the Policy but this will fall outside the time-frame necessary to meet the appeals deadline.