

Complaints Policy (Exams)



This policy is reviewed annually to ensure compliance with current regulations

Centre name	WELLBROOK SCHOOL
Centre number	23271
Date policy first created	September 2025
Current policy approved by	Claire Howells
Current policy reviewed by	Persha Ward
Date of review	September 2026
Date of next review	September 2026

Key staff involved in the policy

Role	Name(s)
Head of centre	Claire Howells
Exams officer	Persha Ward
Senior leader(s)	Suzie Hughes

Purpose of the policy

This policy confirms Wellbrook 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
 - 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
- Candidate not informed of their centre assessed marks prior to marks being submitted to the awarding body
- Candidate 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
- Candidate 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 (complainant to refer via P. Ward to the centre's *internal appeals procedure*)
- Centre fails to adhere to its *internal appeals procedure*

Access arrangements and special consideration

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding their access arrangements
- Candidate did not consent to record their personal data online (by the non-acquisition of a completed candidate personal data consent form)
- 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
- Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment
- Candidate unhappy with centre decision relating to access arrangements or special consideration (complainant to refer via P. Ward to the centre's *internal appeals procedure*)
- Centre fails to adhere to its *internal appeals procedure*

Entries

- Failure to clearly explain a decision of early entry for a qualification to 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 (complainant to refer via exams officer to awarding body *post-results services*)
- 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 (complainant to refer via P. Ward to the centre's *internal appeals procedure*)
- 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, Wellbrook School encourages the candidate to try to resolve this informally in the first instance. A concern or complaint should be made in person, by telephone or in writing to the head of centre – Claire Howells.

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

Exam formal complaints procedure

If an exam-related concern cannot be resolved informally, the following procedure should be used to formally raise a complaint. At all stages, the complaint will be handled sensitively and without prejudice. The candidate and parent/carer can expect a timely acknowledgment and response at each stage.

Stage 1: The candidate or their parent/carer should submit a formal complaint in writing using the Exams Complaint Form (see Appendix 2). In the form, they should clearly outline

the nature of the concern, relevant dates and details, and any attempts at informal resolution already made. The completed form should be sent to the Examinations Officer, who acts as the initial point of contact for formal exam complaints. The Exams Officer will log the complaint upon receipt.

The school will acknowledge the formal complaint within 3 working days of receipt, confirming that it is being investigated.

Stage 2: The Head of Centre will assign the complaint to the appropriate person to investigate and respond, depending on the nature of the issue:

- If the complaint is about a subject-specific issue (e.g. internal assessment or teaching), it will typically be investigated by the Head of Department or another senior teacher not involved in the issue.
- If the complaint is about an administrative or school-wide process (e.g. exam scheduling, access arrangements), a member of SLT will investigate.
- The investigator may arrange a meeting with the candidate (and/or parent) to gather more information. The candidate is allowed to be accompanied by a parent or carer in any formal meeting. To ensure fairness, if a meeting is held with the student, at least two staff members will be present so the student does not feel intimidated.
- A written record of all meetings and findings will be kept. The investigator will aim to provide a formal written response (outcome) to the complaint within 20 working days of the complaint submission. If more time is needed (e.g. due to school holidays or awaiting information), a revised timeline will be communicated.

The Stage 2 response will either uphold the complaint (in whole or part) and detail any actions to be taken to remedy the issue, or it will reject the complaint with a clear explanation.

Stage 3: If the complainant is not satisfied with the Stage 2 outcome, they may escalate the complaint to the Head or a designated Senior Leadership Team member (who has not been involved so far). The request for an appeal must be made in writing, explaining why the resolution is unsatisfactory, and should be submitted within 10 working days of receiving the Stage 2 response.

- The Headteacher (or an Assistant Head not previously involved) will review the case, including the original complaint, the Stage 2 investigation report, and outcome. They may seek additional information if necessary.
- The Headteacher/SLT reviewer will provide a written decision on the appeal within 10 working days of the appeal being lodged. They will either uphold the appeal and revise the outcome or confirm the original decision.

Stage 4: If after Stage 3 the issue remains unresolved to the complainant's satisfaction, a final appeal may be made on procedural grounds to the Proprietor. This step is reserved for situations where the complainant believes proper procedure was not followed in handling the complaint, rather than simply dissatisfaction with the outcome. The appeal to the Proprietor must be submitted in writing within 14 days of the Stage 3 response, stating the procedural concerns.

- The Proprietor will review whether the school's process was conducted in line with this policy. The review will consider all documentation and may involve a meeting with the parent/carer if deemed necessary.
- The Proprietor will communicate their decision in writing. This is the final stage of the internal complaints process. The decision of the Proprietor concludes the school-based procedure.

Throughout the complaints process, all parties will be kept informed, and records will be maintained. If a complaint is upheld at any stage, Wellbrook will take appropriate actions to correct the issue.

If the complainant remains dissatisfied after exhausting the internal process, they may refer the matter to relevant external agencies (such as the exam board or regulator, depending on the nature of the issue). The school will provide guidance on next steps in such cases.

Appeals procedure

Where a specific decision has been made by the school that affects a candidate's examination or assessment, and the candidate (or parent/carer) believes this decision is incorrect or unfair after following the above complaints process (or in lieu of a complaint if the issue is straightforward), an internal appeal can be lodged. This section outlines how candidates can appeal certain decisions. All appeals should be submitted using the Internal Appeals Form (see Appendix 1) and will be considered by the Head or an appropriate appeals panel.

The following types of decisions can be appealed under this procedure:

1. Appeals against internal assessment decisions
2. Appeals against the Wellbrook's decision not to support a post-results service
3. Appeals against decisions relating to access arrangements or special consideration
4. Appeals against other examination administrative decisions

Each type of appeal has its own process and timeline, as detailed below. It is important to note that an internal appeal focuses on whether Wellbrook followed the correct

procedures and applied the relevant criteria fairly. It does not replace or duplicate an exam board's appeals process but ensures Wellbrook has acted properly.

Appeals against internal assessment decisions

Certain qualifications include non-examination assessments or coursework that are marked internally by teachers and then moderated by the exam boards. Wellbrook is committed to ensuring that:

- Teachers marking internal assessments are appropriately trained and standardised, and work is marked consistently according to the awarding body's criteria. If more than one teacher is involved in marking a subject, internal moderation is conducted to ensure consistency. All work is authenticated as the student's own.
- Once internal marking is completed and moderated, Wellbrook will inform each candidate of the mark they have been awarded for that internal assessment. This will be done before the mark is submitted to the exam board, and with sufficient time for the candidate to review it.
- The candidate is also informed that they have the right to request a review of Wellbrook's marking if they believe an error or unfairness has occurred. We will provide a window of time for this review process, which will be communicated alongside the marks (typically this will be a few days up to a maximum of 5 working days).

A candidate may appeal an internal assessment mark if they believe that either: (a) the school's internal assessment procedures were not properly followed, or (b) the marking criteria were not applied correctly or consistently to their work. The appeal is about the process, not simply disagreement with the mark. Note that after Wellbrook's internal processes, the exam board will moderate marks; exam board moderation is outside the scope of Wellbrook's internal appeals.

How to Appeal a Mark:

- The candidate should first discuss the mark informally with their teacher to understand the basis for the mark. If still dissatisfied, the candidate (or parent) must promptly submit an Internal Appeals Form (Appendix 1) indicating an appeal against an internal assessment decision. This must be done within [5] working days of being told the mark, or by the deadline stated when marks were released, whichever is sooner.
- On the form, the candidate should state the grounds for appeal – e.g. "I believe the marking rubric was not applied correctly in section X of my coursework," or "the work was not standardised across different classes," etc. The Exams Officer will acknowledge receipt of the appeal and record the date.

Review Process:

- The Exams Officer and relevant Head of Department will collect all the assessment materials (the student's work, the marking scheme, teacher's annotations/notes, and any standardisation records).
- A review will be conducted by an independent assessor appointed by the Head. This will be a teacher or assessor who has not been involved in the original marking of that candidate's work, and who has appropriate competence in the subject. The reviewer could be a senior teacher from the department or another school, provided they were not involved in the initial marking and have no conflict of interest.
- The reviewer will check that the marking criteria were properly applied and that no procedural error occurred. They will determine whether the student's mark is consistent with the standard expected, and whether any adjustment is warranted.
- During the review, if the student requests, copies of their assessed work and relevant marking materials can be provided (or viewed under supervision) to help the student understand the marking. Wellbrook will facilitate this promptly upon request (original artworks or recordings may be viewed under supervision).

Outcome:

After review, the reviewer will report their findings to the Head and Exams Officer. If an error in marking or a departure from procedures is found, the mark will be corrected up or down as appropriate. The candidate will be informed in writing of the outcome of the appeal and the reason for the decision. This will happen before the final marks are sent to the awarding body. A record of the review will be kept on file and made available to the exam board upon request.

Wellbrook will ensure the review and any resultant changes are completed swiftly, so that the final agreed mark is submitted to the awarding body by their deadline. The Head will be notified of all outcomes. If the candidate is still dissatisfied after the internal review, they may not appeal the mark further through the school. However, the student will be reminded that the exam board's moderation of internal marks could change the mark further (up or down) and that if they feel something went wrong with moderation, Wellbrook can consider an enquiry with the board.

Note: Once the internally assessed marks have been submitted and results issued, any further challenge to the result would come under post-results services with the awarding body. Wellbrook's internal appeals process does not cover appeals against the exam board's moderation.

Appeals against the Wellbrook's decision not to support a post-results service

After results are issued, awarding bodies offer post-results services such as clerical re-checks, reviews of marking, reviews of moderation, and access to scripts. Wellbrook will make candidates aware of these services and the associated deadlines and fees when results are published (e.g. via a results day information sheet or assemblies). In most cases, if a candidate requests a review of marking or other service, Wellbrook will support and process it (with the candidate paying any required fee).

However, in some situations the school may advise against a review – for example, if after careful consideration, the subject teacher and senior staff believe the mark is likely to go down or that no marking error occurred. JCQ regulations require Wellbrook to have a procedure to handle disputes if a candidate disagrees with its decision not to proceed with an enquiry or appeal. This section outlines that procedure.

Grounds to appeal (post-results): A candidate (or parent/carer) may appeal if Wellbrook decides *not* to submit a request for a post-results service (like a review of marking) that the candidate has asked for. Essentially, the candidate is asserting that Wellbrook should support the enquiry or appeal. The appeal will consider whether Wellbrook's refusal is unreasonable or not in line with JCQ guidance.

How to appeal: The candidate should submit an Internal Appeals Form (Appendix 1) stating that they wish to appeal the decision not to support a post-results service. This should be done as soon as possible, and at latest within 5-7 days of the result or of being informed of the Wellbrook's decision.

On the form, the candidate should indicate which exam/script they wanted reviewed and why they believe a review is justified (e.g. "I was 1 mark off a grade boundary and one question seemed incorrectly totalled"). They should also indicate that they gave consent for a review and are willing to pay the fee. The Exams Officer will acknowledge and log the appeal.

Review of decision: The appeal will be referred to the Head of Centre for consideration, unless the Head of Centre was already involved in the initial decision. In that case, an alternative member of SLT will review it. The reviewer will consult with relevant staff, such as the Exams Officer and the Head of Department/teacher for that subject. They will consider:

- The merits of the case e.g. how far from a grade boundary the mark is, whether there were any obvious errors in marking on the script that the teacher noted, the candidate's performance versus expectation, etc.
- Whether the centre properly followed JCQ guidance in reaching its decision. JCQ expects centres to draw to the attention of candidates the availability of reviews and

to allow them to proceed if the candidate insists (with acknowledgment that marks can go down), unless there is a very strong reason.

- The wishes of the candidate and any potential impact (for instance, if a university place is at stake, that might favor going ahead with a review).

The Head of Centre will decide whether to uphold the appeal (i.e. support the candidate's request) or to maintain the original decision.

Outcome: The candidate will be informed of the outcome of this internal appeal within 5 working days of its submission, if possible, given the urgency of post-results timelines. If the appeal is upheld, Wellbrook will promptly process the requested post-results service on the candidate's behalf. The school will ensure the request is submitted by the exam board's deadline.

If the internal appeal is not upheld, Wellbrook will not proceed with the review. The decision will be explained in writing to the candidate, including the reasons. In this case, the candidate may still pursue a complaint through the school's complaints process (if not already done), or ultimately, they could approach the awarding body directly. However, awarding bodies generally require Wellbrook to act on behalf of candidates; they usually do not accept requests directly from candidates, except for access to scripts.

Appeals beyond the Wellbrook: If Wellbrook did support a review and the candidate is unhappy with the outcome from the awarding body (for example, the mark did not change and they still believe an error exists), this then falls under the awarding bodies' appeals process. The candidate can ask Wellbrook to appeal the awarding body's decision. This is a separate process: Wellbrook must be satisfied there are grounds to appeal the result. If so, Wellbrook will submit a preliminary appeal to the awarding body. The costs and timelines for an awarding body appeal will be communicated. The outcome of any such appeal will be communicated to the candidate when received.

Appeals Regarding Access Arrangements and Special Consideration

Wellbrook recognises the importance of providing eligible candidates with appropriate Access Arrangements and applying for Special Consideration when unexpected events affect exam performance. Decisions in these areas are made according to JCQ regulations.

If a candidate or their parent/carer believes that the school has not acted in accordance with these regulations, they can appeal.

What can be appealed:

- Wellbrook did not submit an application for a reasonable adjustment or access arrangement by the published deadline, when the candidate was entitled to one.
- Wellbrook did not implement an agreed access arrangement during an exam (e.g. failed to provide a reader or extra time that had been approved).
- Wellbrook refused to apply for a special consideration for an incident that clearly met the criteria (e.g. the candidate was ill during the exam with medical evidence, but the request was not made).
- Wellbrook decided that a candidate does not meet the criteria for a particular access arrangement, but the candidate/parent believes they do and that the decision did not follow proper procedure or evidence standards.

It is important to note that if an awarding body has denied an access arrangement application (e.g. found the evidence insufficient), that is not a Wellbrook decision and would need to be taken up with the awarding body. Appeals here cover Wellbrook's decisions and processes.

How to Appeal:

The candidate or parent should complete an Internal Appeals Form stating the nature of the issue.

This appeal should be submitted ideally within 5 working days of the decision or incident in question being communicated to the candidate. For instance, if the candidate was told they would not get a particular arrangement, or if an exam has just taken place where an arrangement was not provided, raise the appeal promptly.

Review Process:

Upon receiving the appeal:

- The Exams Officer and SENCo will gather relevant evidence e.g. the candidate's files, any medical or psychological reports, the application (if one was made) and its outcome, and the correspondence or notes explaining why a decision was made.
- The Head of Centre (or a senior leader appointed by the Head) will review whether the centre complied with all relevant JCQ regulations and processes in arriving at the decision. This may include consulting the JCQ guidelines to see what is required for that arrangement or special consideration. The Head may also discuss the case with the SENCo or other staff as needed.
- If needed, the school may seek advice from the awarding body or JCQ to clarify rules.

Outcome:

The appellant will receive a written response to their appeal within 10 working days of the appeal being received and logged. The response will state the outcome:

- Appeal Upheld: If the review finds that Wellbrook did not follow procedure or made an error in judgment, the Head will uphold the appeal. Wellbrook will then take remedial action immediately, for example:
 - Submitting a late application for the access arrangement (with an explanation to JCQ) if still possible or exploring alternative arrangements.
 - If the issue was failure to implement an arrangement in an exam, Wellbrook will file for special consideration for that candidate's affected exam (since JCQ would treat it as the candidate being disadvantaged).
 - If a special consideration should have been applied for and the window is still open, Wellbrook will submit it at once.
 - In all cases where an appeal is upheld, Wellbrook will ensure the candidate is given the appropriate support going forward.
- Appeal Not Upheld: If the review concludes Wellbrook's decision was made correctly according to evidence and guidelines, the appeal will be denied. A clear explanation will be given.

If the candidate or parent still disagrees, they may pursue the general complaints process or ultimately appeal to the awarding body or JCQ if appropriate. However, the internal process would be concluded.

Additionally, if a pattern or serious failing is identified (even if the appeal came too late for the particular exam series), Wellbrook will review its processes to prevent future occurrences.

Appeals regarding other administrative decisions

This category is for any other decisions made by Wellbrook related to examinations that are not covered above and that affect a candidate's opportunities. For instance:

- Wellbrook withdrew a candidate from an exam or qualification (perhaps due to insufficient progress or disciplinary reasons) and the candidate/parent disputes this.
- Wellbrook refused to enter a candidate for an exam or unit (e.g. a higher tier paper) that the candidate wished to take.
- Administrative errors such as misspelling of a name on certificates, or incorrect exam timetable information, where not rectified promptly.
- Wellbrook's decision regarding a suspected malpractice case (if the complaint is that proper process wasn't followed).

If a candidate believes an administrative or procedural decision by Wellbrook has unfairly disadvantaged them, they may appeal that decision internally.

How to Appeal: The appellant should use the Internal Appeals Form. They should describe the issue and why they feel it was wrong or unfair. This should be done within 5 working days of being informed of the decision.

Review Process: Depending on the issue, the Head of Centre will assign an appropriate member of staff to review (or handle it themselves). For example, if it's about an exam entry decision, the review might involve the Head plus a Governor or an SLT member not involved in the original decision. The review will consider whether the correct procedures were followed, and whether the decision was compliant with any relevant regulations.

Interviews or meetings may be held if necessary (for instance, to hear from the Head of Department who recommended withdrawing the student). All evidence will be reviewed impartially.

Outcome: The outcome will be communicated in writing, normally within 10 working days of the appeal being received. If upheld, appropriate corrective action will be taken. If not upheld, the reasons will be clearly explained.

If the candidate remains dissatisfied, they could use the general complaints escalation or seek external guidance depending on the matter.

Recording, monitoring, and further guidance

All complaints and appeals made under this policy will be logged in the Complaints and Appeals Log (see Appendix 3). The log will record details such as the date received, the candidate name, the issue in question, and the outcome/date of outcome. This ensures there is an audit trail for all concerns and that outcomes can be reviewed. The Head will periodically review this log to ensure that issues are being resolved and to detect any patterns that may require policy or procedural changes.

Wellbrook will retain records of all complaints and appeals and their outcomes for a minimum of 3 years after the conclusion, in line with JCQ requirements, so that evidence is available for inspection if needed.

Candidates and parents will be informed of this policy and procedure at the start of each academic year and when exam entries are made. A copy will be available on the school website and from the Exams Officer on request. Exam candidates will also be reminded of their rights to appeal internal marks when those marks are distributed.

Appendix 1: Internal Appeals Form (Exams)

This form should be used by candidates (or parents/carers) to lodge a formal appeal against an internal assessment decision or certain exam-related decisions made by the Wellbrook. Please complete all sections and submit to the Examinations Officer by the relevant deadline.

Wellbrook- Internal Appeals Form (Examinations)

For Centre Use: Date Received _____ Reference No. _____

Name of Appellant: _____

Candidate Name: (if different from appellant) _____

Candidate Number (if known): _____

Contact Email/Phone: _____

Tick the nature of your appeal (select all that apply):

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against a decision to reject a candidate's work on grounds of malpractice
- Appeal against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation, or an appeal (post-results service)
- Appeal against the centre's decision relating to access arrangements or special consideration
- Appeal against the centre's decision relating to another administrative issue

(If your appeal does not relate directly to a specific exam board qualification, write N/A in the Awarding Body/Exam details below.)

Awarding Body: _____

Qualification (e.g. GCSE/A-level & subject): _____

Exam Paper Title/Unit (if applicable): _____

Exam Paper Code (if applicable): _____

Date of Decision/Action being appealed: _____ (the date you were informed of the mark/decision)

Grounds for Appeal: (Please explain why you are appealing. State which procedure or regulation you believe was not followed, or in what way the decision was incorrect/unfair. Provide as much detail as possible. Attach additional pages or evidence if needed.)

(Continue on a separate sheet if necessary.)

If applicable, please tick:

My appeal is against an internal assessment decision; I am requesting a review of the centre's marking for my work.

Appellant Signature: _____

Date: _____

Submit this form to the Exams Officer. The appeal will be processed in line with the Wellbrook Complaints and Internal Appeals Policy. The appellant will receive acknowledgment of receipt of

this form within 3 working days and a formal outcome of the appeal within the timeframe stated in the policy.

Note: This form and the outcome will be kept on record. The outcome of any review of the Wellbrook's marking will be made known to the Head, and a copy of this form may be provided to the awarding body if required

Appendix 2: Exams Complaint Form

This form should be used to submit a formal complaint about any aspect of Wellbrook's delivery or administration of examinations/assessments. It should normally be used after an attempt at informal resolution has not resolved the issue. Please complete and return to the Examinations Officer.

Wellbrook- Examinations Complaint Form

Name of Complainant: _____

Candidate Name (if different): _____

Candidate Number: _____

Contact Details (Email/Phone): _____

Nature of Complaint: (Please briefly indicate the main area of concern)

Example: Conduct of exam / Teaching and learning / Access arrangement issue / Results issue / Other (specify)

Details of Complaint:

Please describe the issue in detail, including relevant dates, locations, and people involved. Explain how you believe the situation has not met the required standards or regulations. Attach additional evidence if applicable.

Informal Resolution Attempts:

Have you discussed or tried to resolve this issue informally with a teacher or staff member?

- Yes – Person contacted: _____

Date: _____

Outcome of informal discussion:

- No – (Please briefly state why not, or skip if not applicable.)

Requested Resolution:

What action or outcome are you seeking to resolve this complaint?

Complainant Signature: _____ **Date:** _____

Wellbrook will acknowledge receipt of this complaint form within 3 working days and will investigate following the stages outlined in the Complaints and Internal Appeals Policy. You may be contacted for further information. All efforts will be made to resolve your complaint within 20 working days.

For Centre Use: Logged by _____ (staff) on _____. Complaint Ref. No. ____.

Outcome communicated on: _____

Appendix 3: Complaints and Appeals Log (Exams)

This log is maintained by the Examinations Officer (or designated staff) to track all complaints and appeals related to examinations. Each entry will be updated as the case progresses to resolution.

Ref No.	Date Received	Candidate Name (if applicable)	Issue (Complaint/Appeal subject)	Outcome Summary	Date Resolved

The outcome of any review of the centre's marking will be made known to the Head, and all logs are kept for inspection.