



Inspire Education Trust

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Complaints Policy 2025-2026

Blue Coat CE Secondary School

Policy Date: September 2025

Review Date: September 2026

Document History

Version	Status		Date	Author	Summary Changes
V1			September 2023	Kelly Jobson	Updated to Reflect JCQ changes 2023-2024
V2			September 2024	Kelly Jobson	Updated to reflect Lisa Henden Job Title and JCQ changes 2024-2025.Changes highlighted in yellow.
V3			September 2025	Kelly Jobson	No changes refined layout

This procedure is reviewed and updated annually to ensure that the complaints at Blue Coat School are managed in accordance with current requirements and regulations.

Reference in this procedure to GR refers to the JCQ publication **General Regulations for Approved Centres**.

1. Purpose of the Policy

The purpose of this policy is to confirm the arrangements for complaints at **Bluecoat School** and to ensure compliance with the Joint Council for Qualifications (JCQ) General Regulations for Approved Centres, specifically sections 5.3 and 5.8.

This policy outlines the procedures for handling general complaints regarding the centre's delivery or administration of qualifications, and it includes our internal appeals procedure. It is designed to ensure that candidates and their parents/carers are aware of their rights and the steps they can take should they wish to raise a concern or appeal a decision.

2. Scope

This policy applies to:

- All candidates enrolled at Bluecoat School.
- Parents/carers of candidates.
- Staff involved in the delivery and administration of qualifications.

3. Policy Statement

Bluecoat School is committed to providing a high-quality educational experience and ensuring that all examinations and assessments are conducted in accordance with national standards. We recognise that, occasionally, concerns may arise regarding the administration or delivery of qualifications. This policy provides a clear framework for raising and resolving such concerns.

4. Complaints Procedure

Complaints may relate to, but are not limited to:

- The conduct of examinations or assessments.
- The administration of coursework or controlled assessments.
- The handling of access arrangements.
- Communication and support provided by the exams office or teaching staff.

Steps to follow:

1. Informal Resolution

In the first instance, concerns should be raised informally with the relevant member of staff or the Exams Officer. Every effort will be made to resolve the issue promptly and amicably.

2. Formal Complaint

If the issue is not resolved informally, a formal complaint should be submitted in writing to the **Exams Manager, Kelly Jobson**. The complaint should include:

- a. Candidate's full name and examination details.
- b. A clear description of the issue.
- c. Any relevant evidence or documentation.

3. Investigation and Response

The Exams Manager will investigate the complaint and respond within 10 working days. If further time is required, the complainant will be informed.

5. Internal Appeals Procedure

Candidates or their parents/carers may appeal against:

- The centre's decision not to support an enquiry about results.
- The outcome of an enquiry about results.
- The centre's decision relating to access arrangements or special consideration.

6. Appeal Process

1. Submit a written appeal to the **Exams Manager, Kelly Jobson**, within 5 working days of the decision.
2. The appeal will be reviewed by a senior member of staff not involved in the original decision.
3. A written outcome will be provided within 10 working days.

7. Monitoring and Review

This policy will be reviewed annually by the **Exams Manager, Kelly Jobson**, to ensure continued compliance with JCQ regulations and to reflect any changes in practice or legislation.

Reviewed by:

Kelly Jobson

September 2025

Next Review Date:

September 2026

Approved by Directors:

1 December 2025

Signed:



Lois Whitehouse
CEO



Nicky Aston
Chair of Standards