



COMPLAINTS PROCEDURE ADDENDUM

This document was approved on 13 August 2020 under the Chairman's Action

Signed: 
R Williams - Chair of Governors

AYLESBURY GRAMMAR SCHOOL

COMPLAINTS PROCEDURE ADDENDUM



1. This addendum to the School's Complaints Procedure applies to complaints about GCE and GCSE outcomes in summer 2020 only and should be read alongside the School's existing Complaints Procedure which is available on the School's website
2. The principles and timescales outlined in the School's Complaints Procedure will still apply.

In all cases priority will be given to students whose concerns have immediate implications for their progression to the next stage of their education.

3. Ofqual have instructed that there are three grounds on which appeals, reviews or complaints may be made:
 - If an error has been made by the school or the exam board in the entry or processing of data. Such appeals must be made by the school.
 - A student may seek a review of a school's decision not to appeal to an exam board.

Information for how to request an appeal or review are dealt with under the document 'Exams Results Guidance – Summer 2020'

- A student may complain if they have evidence of bias or discrimination in the awarding of centre assessed grades.
4. In all cases priority will be given to students whose concerns have immediate implications for their progression to the next stage of their education. All concerns that fall under the bullet points above will be treated using the process below.

For a complaint please follow the procedure below:

Stage 1

Any communication with a student (or their parent if they provide explicit, evidenced approval from their child) identified as a concern about centre assessed grades and rankings will be treated as falling under stage 1 of the School's Complaint Procedure.

Stage 2

If the information provided at stage 1 does not conclude the concern satisfactorily you may follow the procedure outlined in stage 2 of the School's Complaint Procedure.

The grounds for complaint should be in writing to the Headmaster. This should be sent to the Headmaster's PA (dmiles@ags.bucks.sch.uk). This will involve the appointment of an investigator by the Headmaster. This is likely to be a member of the Senior Leadership Team, but may be drawn from other parts of the workforce, governing board or a person entirely independent of the School, if necessary.

Stage 3

The final stage of the School's Complaints Procedure may only be used if the earlier stages have been fully completed and not resolved the issue.