

Reading 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 the grounds on which appeals, reviews or complaints may be made:
 - 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.
 - A student may seek a review of a school's decision not to appeal to an exam board.
 - A 'valid' mock exam result may now be considered as part of an appeal. The school will follow final guidance published by Ofqual in this regard.
 - 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 the following procedure will be followed:

Stage 1

Any formal 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 complaints 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 complaints procedure. The grounds for complaint should be in writing to the Headmaster. This should be sent to the Headmaster's EA via email: cmole@reading-school.co.uk.

This will involve the appointment of an investigator by the Headmaster. This can be a member of the Senior Leadership Team, but may be drawn from other parts of the workforce, governing body or a person independent of the school, if necessary.

Stage 3

Stage 3 of the School's Complaints Procedure may only be utilised if the earlier stages have been fully completed and not resolved the issue.