



## **Complaints and Appeals policy**

### **Exam Result Appeals**

Appeals where the mark is more than 5% away from the pass mark have little to no chance of success. The exams are marked thoroughly and undergo multiple checks to ensure the first time results are reliable. Therefore if your mark is more than 5% away we do not advise you to go for a remark.

The remark fee is £50. This needs to be paid in advance of the remark being sent off to the exam board. We would like to remind learners we have no input on the mark or remark, this process is totally independent of us, so we can't influence the result.

Any remark requests must be submitted within 16 working days of receipt of your assessment results. The remark takes up to 25 working days, during which time you can not resit the exam.

Those who are more than 5% away and do decide to go for a remark against our advice will not be eligible for a discounted resit. This is because the admin cost relating to appeals is very high and therefore only those who have a realistic chance of changing a result to a pass should appeal.

Please also note that with a remark, your marks could either go up, go down or stay the same.

A senior examiner who wasn't involved in the original assessment decision will fully review your assessment to determine if the agreed mark scheme/standard has been correctly applied.

Learners and/or their parents or legal guardians are not permitted to submit re-mark requests directly to Open Awards, all requests must be made directly to PFS and must contain a letter confirming the learner understands their mark may go up, down or remain the same and they authorise PFS to submit a re-mark request on their behalf. Your letter of written authorisation will be stored for 3 years and in line with the Data Protection Act.



## Complaints

All complaints must be dealt with via email, our exams team will aim to resolve any complaints as quickly as possible, and in most cases informally.

When emailing in a complaint please ensure you include the following:

- The qualification/course affect
- The full nature of the complaint
- When you encountered the issue

Should a complaint be more complex it will be transferred to the management team who will respond to you within 5 working days. They may ask you to write a letter addressed to our complaints department should the issue need to be taken further.

All complaints will be investigated by the appropriate member of staff who may seek further information from you to help come to a conclusion.

Open Awards Enquiries, Complaints, and Appeals Policy and Procedures

Should you wish to view the Open Awards policy you can do so here:

<https://openawards.org.uk/media/4542/enquiries-and-appeals-policy-and-procedures-v14june2021.pdf>