

## Joint Committee on Intercollegiate Examinations

### COMPLAINTS POLICY

A clear distinction is drawn between:

- Appeals (this is pertaining to a single diet of the examination when the outcome is disputed)
- Complaints (relating to adverse incidents in an examination contrary to regulations or standards)
- Requests for consideration of Mitigating Circumstances beyond a candidate's control (serious, unforeseen and unpredictable that significantly affects a candidate's performance)
- Requests for Reasonable Adjustments

The appellant's marks/result will not be altered.

The JCIE has a separate mechanism for each of these. Material alterations to any of the above Policies will trigger an equality and diversity impact assessment. Collated reports indicating number, theme, outcome and E&D impact are discussed as a standing item at the biannual JCIE Internal Quality Assurance Committee.

#### Principles of the Complaints Policy

Candidates are requested to feedback on their examinations after each diet using standardised on-line feedback forms. Additionally, persons wishing to make a formal Complaint may do so via e-mail using the complaint form, which is downloadable via the JCIE website.

#### The JCIE will:

- Publicise the existence of its Complaints Policy.
- Investigate Complaints fairly and in a timely way.
- Uphold Complaints where it finds that there has been a breach of examination regulations or relevant standards that resulted in an injustice.
- Respond in a proportionate manner.

#### When a Complaint has been upheld the JCIE will:

- Apologise.
- Provide an explanation as to what happened.
- Detail the proportionate measures that have been instituted to prevent a recurrence.

#### Complaints Process

- A Complaint must be submitted by email ([enquiries@jcie.org.uk](mailto:enquiries@jcie.org.uk)) using the JCIE Complaints Submission Form.
- A Complaint will be acknowledged within 5 working days.
- On receiving a Complaint, the Head of Operations or nominated deputy will conduct an office-based initial review. The JCIE IQA Chair will be informed. Unless the outcome of the Complaint is clear from the initial review, the relevant Board Chair, JCIE IQA Chair and Specialty Manager will be asked to respond.
- If the Complaint relates to a specific person then that person will be informed and given the opportunity to respond.
- The JCIE IQA Chair and Head of Operations or nominated deputy will then come to a determination regarding whether or not to uphold the Complaint by assessing what happened, what should have happened and whether the aggrieved suffered an injustice as a result of any shortfall.
- Ideally complainants should receive a definitive reply within 30 working days. If this is not possible a progress report will be sent with an indication of when a full reply will be given.
- Whether the Complaint is justified or not, the reply should describe the action taken to investigate the Complaint, the conclusions from the investigation and any action taken as a result of the Complaint.

**Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

**Responsibility**

Overall responsibility for this policy and its implementation lies with the JCIE.