



Bexhill
Academy

Exams - Complaints Policy

Adopted: January 2025

Next Review: January 2026

Reviewed by: Mr F Tumi

Date	Changes	Page number
Jan 25	Changes made as per JCQ updates	

Key staff involved in the policy

Role	Name(s)
Head of centre	Dr Neal
Exams officer	Mrs Heynes
Senior leader(s)	Mr Tumi
Complaint Investigation Lead	Mrs Hillman

Purpose of the policy

This policy confirms Bexhill Academy's compliance with JCQ's **General Regulations for Approved Centres** (sections 5.3, 5.8) in drawing to the attention of candidates and their parents/carers our written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification and our internal appeals procedure.

Possible grounds for complaints include, but are not limited to:

- Access arrangements and special consideration
- Conducting examinations
- Results and post-results

How to make a formal complaint

Please follow the complaints policy link here: https://www.bexhillacademy.org/_site/data/files/about-us/policies/A25137D26FC015B500970ED18F2DA489.pdf