



# Rambert Grades Complaints Procedures

2024

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This document sets out the procedures for complaints inclusive of enquiries about results and appeals for Rambert Grades qualifications. These qualifications comprise:

- Graded Examinations in Contemporary Dance (Levels Entry, 1, 2 and 3)

The procedures do not cover:

- Complaints which are not directly related to the above qualifications
- General issues in the management of privately-owned dance schools in which Rambert Grades has no legitimate role (i.e. is not directly related to the Teachers Membership)

For the purposes of these procedures:

- An **enquiry about a result** questions a mark awarded to a student or group of students
- A **complaint** records dissatisfaction with procedures and processes linked to a Rambert Grades qualification. Complaints are not related to marks or grades achieved in an assessment or examination
- An **appeal** records dissatisfaction and challenges the outcome of an *enquiry about a result or complaint*.

## Scope

In accordance with regulatory requirements, appeals may be made in relation to:

- Marks awarded to candidates
- Decisions concerning Reasonable Adjustments and Special Considerations
- The outcome of a decision made in relation to malpractice or maladministration – please see our Malpractice and Maladministration Policy for further information.

## **Eligibility**

The following people are eligible to make an enquiry about a result, complaint or appeal:

- Head of Centre (for examinations)
- The Registered Teacher who entered the Candidates for Examinations

## **Timing**

An enquiry about a result, complaint or appeal must normally be made within three weeks of the date of the event, certification, receipt of result or decision (whichever is most relevant).

## Enquiries about Results

### Stage 1

Rambert Grades undertakes rigorous procedures to ensure that marks and results adhere to level descriptors and mark schemes published in the specification for each qualification. All marks and reports are checked for accuracy before being sent out to teachers or candidates. A sample of marks are also internally moderated using statistical analysis (see the Marking, Standardisation and Quality Assurance Policy). For these reasons, enquiries regarding the accuracy of a mark/s should be rare occasions and not routine.

If a Head of Centre or Registered Teacher wishes to gain further information on the reasons for a mark, a Result Enquiry Request may be submitted to the Head of Quality Assurance and Enhancement. Requests will be acknowledged within 5 working days and Rambert Grades will respond within thirty working days.

When submitting a Result Enquiry Request, the Head of Centre or Registered Teacher should identify the reasons for challenging the mark/s and, where possible, provide evidence supporting the enquiry. Requests may challenge decisions made under Reasonable Adjustments or Special Considerations, whereby the examination structure or content has been changed to support a student's needs and/or additional marks have been awarded/not awarded.

### Stage 2

Where an enquiry uncovers a clerical error, the matter will be dealt with promptly and the correct result will be recorded by the Head of Quality Assurance and Enhancement.

Should the enquiry raise more complex concerns regarding the reliability of an examination result or results, the enquiry will be forwarded to the Head of Quality Assurance and Enhancement who will respond to the person making the enquiry within five working days and instigate a full investigation.

## Investigations

Investigations are undertaken by the Head of Quality Assurance and Enhancement. Evidence is collated from relevant parties and assessed. On conclusion of the investigation, the Head of Quality Assurance and Enhancement will make **one** of the following recommendations:

- The enquiry is not upheld due to **insufficient evidence**; the mark will not be changed
- The enquiry is upheld on the basis of an **inaccurate mark**; the mark will be adjusted and a new certificate issued (if relevant)
- The enquiry is upheld on the basis of **maladministration/malpractice** and the candidate/s will be entitled to a re-examination of originally submitted footage

Where an enquiry is not upheld, the Head of Centre or Registered Teacher can submit an application for an appeal.

## Re-marking

Re-marking can only be authorised by the Head of Quality Assurance and Enhancement. Arrangements for re-marking will follow standard Rambert Grades examination procedures with additional conditions as follows:

- A different examiner will be appointed; the new examiner will not be given information on the reason for the re-marking or the original results
- The examination footage will normally be observed and/or moderated by the Head of Examinations and Education
- Students will not be charged a fee for re-marking
- Following re-marking, the decision of the examiner is final

## Results

Following a re-marking, students will be given the option to:

- Accept the new examination result and rescind the Certificate awarded for the original examination: a new Certificate will be issued with the date of the re-examination and the change of award where required
- Accept the original examination result and maintain the Certificate already issued

## Complaints

Complaints which relate to Rambert Grades examinations should be made in writing to the Head of Quality Assurance and Enhancement. All complaints will be treated seriously. Where possible, evidence should be provided. Should it be deemed necessary, the Head of Quality Assurance and Enhancement will request evidence in order to assess the validity of the complaint.

The following people are eligible to make a complaint concerning an examination:

- A Head of Centre
- The Registered Teacher who entered the Candidates for Examinations

Before making a formal complaint, it may be beneficial to discuss a problem or issue with the Head of Quality Assurance and Enhancement. This is particularly the case where the complaint indicates a dissatisfaction with a mark and should begin with a Result Enquiry Request.

Examples of complaints include dissatisfaction with pre-examination decisions and/or arrangements made for a Reasonable Adjustment, in which the Head of Centre/Registered Teacher does not feel due procedures have been followed or that the arrangements are insufficient to the needs of the student in a forthcoming examination.

Any complaint made with reference to a suspected or actual case of malpractice or maladministration will be dealt with in accordance with our Malpractice and Maladministration Policy.

Every effort will be made to deal with any complaint internally, however, Rambert Grades has the right to involve a third party such as the Regulators if the issue has wider implications for the profession.

Anonymous complaints, where the identity of the complainant is not revealed, will not be processed.

## Procedure for Complaints

- The complaint is received and acknowledged by the Head of Quality Assurance and Enhancement within 5 days of receipt
- Relevant persons are informed of the complaint and asked to provide written response/evidence within 14 days
- The complaint is assessed by the Complaints Panel comprising of three senior members of staff. Should any of these members of staff be involved in the complaint, she/he will be replaced by a teaching member who has no personal interest in the complaint outcome
- The Panel's formal response is sent to the complainant within a further 14 days

Where the complaint is upheld, any necessary action is authorised by the Head of Quality Assurance and Enhancement. Should the complaint reveal a failure in policy or procedure, immediate action will be taken to protect other learners and a full Report submitted to the Quality Assurance Committee (QAC) and Board of Directors, whichever meeting comes first. Where necessary, the Head of Quality Assurance and Enhancement is authorised to convene an extraordinary meeting of the QAC to prevent any future recurrence.

Where a complaint identifies a significant error or event which requires notification, the relevant regulators will be contacted.

Where a complaint is not upheld, the complainant may have the right to appeal, providing the complaint refers to one of the three categories for appeal set out below.

## Appeals

Appeals can only be made following the outcome of an enquiry about a result or a complaint and must relate to one of the following three contexts:

- Appeals against results
- Appeals against decisions made in relation to a Reasonable Adjustment or Special Consideration
- Appeals against malpractice and maladministration decisions

Appeals against results, a Reasonable Adjustment or Special Consideration can only be made by the Head of Centre or Registered Teacher. If required, candidates/parents/guardians should make representation to the Head of Centre / Registered Teacher who entered the candidates. The Head of Centre / Registered Teacher will determine the validity of the application for appeal and submit the

relevant documentation, including statements from students/parents/guardians as appropriate.

Appeals against decisions made in cases of malpractice or maladministration may be made by:

- A Head of Centre
- The Registered Teacher who entered the Candidates for Examinations

An Application for an Appeal form can be found on the Rambert Grades website and must be completed in full. The applicant must indicate clearly whether the appeal relates to results, Reasonable Adjustments/Special Considerations or malpractice/maladministration by ticking the relevant box. Applications which do not specify the appeal context will not be accepted. Before submitting an appeal application, a Head of Centre or Registered Teacher may wish to discuss the issue with the Head of Quality Assurance and Enhancement. Such discussions can sometimes provide a resolution without the need for an appeal.

Applications for an appeal must be submitted to the CEO who will convene an Appeals Panel. The Panel will be chaired by the CEO or a member of Rambert Grades Senior team and include at least one external member who is not an employee or member of Rambert Grades.

The Panel will consider the outcome of the original enquiry or complaint, together with any additional evidence supplied by the person making the appeal and any previous cases or precedents. The Panel will uphold regulatory guidance on the appeals process and, where necessary, seek advice from an independent advisor or external regulator before making a decision.

The outcome of the appeal will be communicated to the relevant parties in writing within twelve calendar weeks of receipt of the Application for Appeal. The decision of the Appeal Panel is final. All appeals outcomes will be reported to the Rambert Grades Board of Directors. Claimants who are dissatisfied with the outcome of an appeal may refer the issue to the relevant regulator, depending on the nature of the appeal.

Where the outcome of an appeal points to a failure in the delivery and assessment of a qualification, the CEO will take immediate action to correct, mitigate or prevent the impact on other learners and centres. Any necessary changes will be made to ensure that the failure does not recur.

## Further Avenues of Appeal

If the outcome of an appeal conducted by the Rambert Grades Appeal Panel based on any of the three contexts detailed above and below is considered unsatisfactory by a student, Registered Teacher or Head of Centre, a further appeal can be made to the following regulatory authority; Ofqual.

Contexts for appeal:

- Appeals against results
- Appeals against decisions made in relation to a Reasonable Adjustment or Special Consideration
- Appeals against malpractice/maladministration decisions

## Confidentiality and Anonymity

All information relating to enquiries, complaints or appeals is treated as confidential unless Rambert Grades needs to release information under relevant laws, including the Data Protection Act 2018 and the Freedom of Information Act 2000.

Where the outcome of a complaint or appeal has identified an occurrence of malpractice or maladministration, Rambert Grades will inform other Awarding Organisations in writing.

Where possible, Rambert Grades will protect the identity of the claimant, however, this may limit the extent of the investigation and potential resolutions. Anonymous enquiries or complaints in which the identity of the claimant is not known, will not be processed.

Rambert Grades may pause or cease an investigation if there is a likelihood of legal, criminal or civil proceedings or confidential information has been shared with third parties, including social and traditional media.

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