IMPERIAL Maths School

Imperial College London Mathematics School
Student Complaints Procedure

Introduction

Imperial College London Mathematics School aims for high standards in all its activities. However, there will be occasions when difficulties and differences of opinion arise, and there may be times when the school fails to live up to its high standards. The Student Complaints Procedure has the objective of solving problems quickly and simply at the earliest stage, when things may remain informal. It is hoped that the great majority of problems can be settled amicably at Stage One. The school sees complaints as one of a number of routes to improvement and welcomes this sort of feedback. We undertake to consider all complaints seriously and welcome suggestions which would improve our work both in specific instances and more generally. Students requesting a formal review of the marking or conduct of non-examined assessments (NEAs) or practical component of a science A level, or who otherwise wish to make a formal complaint should use the form attached for doing so. This should go straight to the Deputy Headteacher and has to be treated as a formal complaint.

Procedure

1.Raising an issue informally (Stage 1)

A student may raise an issue with the relevant member of staff if this is appropriate. If the student feels unable to approach that person, or the issue concerns a general practice rather than a specific incident, they should raise the issue with their own Personal Tutor or a more senior member of staff such as a head of department or a member of the senior leadership team. At this stage, the issue remains informal, and it is usually the case that through discussion it can be resolved to the satisfaction of all parties.

2. Making a complaint (Stage 2)

If the matter cannot be resolved informally (see above), or is felt to be too serious and / or urgent for an informal approach, it may be referred by the student or by a member of staff to a member of the senior leadership team (SLT). In these cases, a member of staff will be designated by the SLT to investigate. If an individual or individuals form the main focus of the complaint, they will be informed that a complaint has been made, and will have the opportunity to contribute to the investigation. The student's name will usually be kept confidential from the member of staff concerned except by agreement, unless the name is already self-evident. The student, and usually her/his parents, will be kept informed of any outcomes or relevant processes put in place. The investigating staff member will keep a written record of the complaint with details of the name of the complainant, the nature of the complaint and how it was addressed and/or resolved.

3. Making a Formal Complaint (Stage 3)

If the matter cannot be resolved satisfactorily at Stage Two, the complaint should be referred to the Deputy Headteacher. The complainant should be asked to put the complaint in writing, if that is not already the case. It will be the Deputy Headteacher's role to investigate the basis of the complaint, what has been done to address it so far if anything and why. Other possible measures will be considered in relation to what is reasonable, proportionate and possible depending on the nature of the complaint. If the Deputy Headteacher concludes that the complaint has already been settled fairly at an earlier stage, it may be decided that the complaint should be dismissed. The student will be informed in writing, at which point they may appeal (see Stage 4). If the Deputy Headteacher concludes that there is substance to the complaint, they will meet with the student accompanied by her/his parent(s)/carer(s) if appropriate. It may be necessary to hold more than one such meeting if subsequent further investigation is needed. A written record of the outcomes of these meetings will be kept. The Deputy Headteacher will inform the student and her/his parent(s)/carer(s), in writing, of the final outcomes in response to the complaint. For NEA/practical-related complaints where the issue is the alleged misapplication of the mark scheme and / or the maladministration of a piece of assessed work the Deputy Headteacher will liaise with the relevant department to arrange for a review of marking and / or an investigation will be conducted into other aspects of the department's work. The awarding body will be notified of the outcome if necessary.

4. Appeals Procedure (Stage 4)

The complainant may appeal against the decision of the Deputy Headteacher in the stage 3 process within five working days of notification of the decision. Such an appeal must be made in writing to the Headteacher, or in the case the complaint pertains to a subject studied at Woodhouse College, the Principal of Woodhouse College, and must state the reason for the appeal. A meeting will be convened by the Headteacher and/or Principal to hear the student's appeal. Normally the process would be:

a. The complainant will be invited to state their complaint and/or set out the grounds for the appeal against the decision taken.

b. The Deputy Headteacher will state the decision taken at the Stage Three meeting and the reasons for it.

c. The Headteacher/Principal may seek clarification at the end of each statement.

d. The complainant may then reply.

e. The Deputy Headteacher and the complainant will then withdraw and the Headteacher/Principal will make a decision regarding the complaint based on the evidence presented.

f. The complainant and the Deputy Headteacher will be notified of the decision made by the Headteacher/Principal which is final.

Last reviewed: September 2026

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Making a formal complaint

This is to be used to lodge a formal complaint. Where appropriate, and in cases where the complaint relates to the marks awarded for work which is all or part of a non-examined assessment (NEA) or practical component, the information here may be shared with the relevant awarding body.

Complaint:	Please tick
Appeal against the internal assessment of NEA or practical component	
Other complaint	

Student name:		
For NEA/practical complaints state		
Subject:		
Awarding body:		
Exam component name:		
Teaching group:		
State the basis of your complaint: If necessary complete on an additional page. When completed and signed, email or send to the Deputy Headteacher.		
Are you requesting a review of the marks awarded for an internally assessed component of a qualification (NEA or practical)? (Please circle)	Yes	No
Student signature:……	Date:……	