



Fieldstone's Written Complaints Procedure Regarding CIE Courses of Study

Stage 1 – Invigilator/Course Teacher

Many complaints in regards to examinations or course work marks can be resolved at the invigilator/course teacher level. This can be done during the examination if you feel it is of immediate concern, or you can request a brief discussion following the exam. If the complaint is not resolved at this stage, please move to stage two.

Stage 2 – Exams officer/Assistant Head of School

Complainant makes a written complaint to the Exams officer. The Exams officer will carry out an investigation and will respond in written form to the complainant. An in-person discussion will follow if required.

Stage 3 – Head of Schools / Head of Centre

If the complainant is dissatisfied with the resolution of Stage 2, the Head of Schools or Head of Centre will be involved in the investigation. The complainant must again submit a written complaint outlining what the issue is and why they were dissatisfied with the solutions suggested in Stage 2.

Stage 4 – The Final Meeting

If the complainant is still dissatisfied after stage 3, a formal meeting will be arranged between the invigilator/course teacher, the exams officer, the Head of Schools/Head of Centre and the complainant. A decision will be made by the Head of Centre as to how to proceed following this meeting.



Examinations Internal Appeals Process

CIE's Rules and Regulations mandate that CIE centres must have an internal process that allows candidates to challenge decisions made in regards to enquires about results or any appeals submitted to CIE.

Internally Assessed Work:

Fieldstone teachers who are the leaders of the Cambridge Syllabus are familiar with both CIE standards of evaluation and are also qualified and competent in their subject matter. Fieldstone is committed to ensuring assessment and evaluation of candidates is produced and authenticated using Cambridge standards and syllabus requirements. When work is distributed to a variety of teachers, internal moderation and standardisation will be administrated by the syllabus leader and overseen by the exams officer to maintain standards.

If a student wishes to appeal an internally assessed component they must follow this appeals procedure:

1. Appeals should be made as early as possible and at least three weeks prior to the final paper of the examination series.
2. Students should first raise their concern to the subject teacher. If no resolution is arrived at, the student should pass the concern on to the syllabus leader. The syllabus leader will consult the Exams officer if required. If the issue remains unresolved, the student should initiate the Cambridge Written Complaints Procedure.

Policy of Enquiries about Results (EaRs):

Any student who wants to question a mark/grade awarded by an awarding body upon issue of results should follow the following procedure:

1. Contact the Examinations Officer as soon as possible in writing (at least 10 working days before the published deadline for EaRs). The Examinations Officer will advise on the options available from CIE to query the mark/grade and the costs and timelines involved in this process.
2. Students should be aware that EaRs can result in marks/grades being raised, confirmed or lowered. Students must sign a consent form to confirm that they understand the consequence of an EaR. Consent forms will be issued by the Examinations Officer.