



ENQUIRIES ABOUT RESULTS (EAR) AND APPEALS POLICY

Cyclorama Drama & SJC Speech and Drama Tutoring

POLICY STATEMENT

Cyclorama Drama and SJC Speech and Drama Tutoring (hereafter "the Company") is committed to ensuring that learners receive accurate and fair assessments. If a parent, guardian, or learner is dissatisfied with their results, they may request an enquiry.

OUR COMMITMENTS

The Company will ensure that:

- Support parents and learners in understanding their results.
- Provide a structured process for requesting a review of results.
- Maintain records of all enquiries and their outcomes.

ENQUIRY PROCESS

1. Initial Discussion – Parents or learners should first raise any concerns with the tutor for clarification.
2. Formal Enquiry – If concerns remain, a formal internal enquiry should be submitted to The Company via email within five working days of receiving the results.
3. Investigation – The Company will review the marking and provide internal feedback within seven working days.
4. Escalation – If the learner/parent/tutor is still dissatisfied, they may be advised on external review options in line with the timeline and policies of the appropriate exam board.

APPEALS

may submit an appeal in writing.

2. Appeals must clearly outline the grounds for appeal and be submitted within five working days of receiving the enquiry outcome.

3. Appeals will be reviewed by an unbiased individual who was not involved in the original enquiry and, where appropriate, submitted to external exam boards in line with their own timelines and policies.

4. A written outcome of the appeal will be provided when processed/received via external review process. This decision is final.

RECORD KEEPING

- All formal enquiries and responses will be documented and reviewed periodically for quality assurance.

This policy is integral to our commitment to creating a safe, fair and nurturing environment for all children and young people involved with Cyclorama Drama / SJC Speech and Drama.

Date of Last Review: 15th February 2025

Next Review Due: 1st September 2025

Signed: _____

Sarah Cook

Company Director