



LONDON  
MATHS & SCIENCE  
COLLEGE

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# Internal Appeals Procedure

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**Effective date:** 21 February 2026

**Review date:** 21 February 2027

**Policy owner:** Anis Zaman, Director

**Accountable officer:** Anis Zaman, Director

**Exams Officer:** Anis Zaman

**Designated Safeguarding Lead (DSL):** Stephen Montford, Head of Mathematics

**Deputy DSL:** Eman Ahamed

**Data Protection Officer (DPO):** Eman Ahamed

**SENCo Lead (internal):** Stephen Montford, Head of Mathematics

**External SENCo:** Lahcen Lebetiou

**Applies to:** All LMSC students and relevant staff involved in internal assessment, exams administration, access arrangements, special consideration, and post-results services (PRS)

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# 1. Purpose

This Internal Appeals Procedure sets out how London Maths & Science College (LMSC) will manage and resolve appeals relating to:

1. **internal assessment decisions** (including coursework/NEA, internal tests used for qualification outcomes, and centre-set assessment evidence where applicable);
2. **access to post-results services and appeals** (including reviews of marking, reviews of moderation, clerical checks and appeals routes available through awarding bodies); and
3. **centre decisions relating to access arrangements and special consideration** (including decisions to apply, not apply, or the evidence-based basis for decisions).

This procedure ensures decisions are made fairly, consistently, transparently, and within awarding body deadlines. It also ensures students are not disadvantaged by administrative error and that evidence is retained appropriately.

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## 2. Principles

LMSC will ensure that:

- appeals are handled **promptly**, fairly, and without bias;
  - the appellant is treated respectfully and is not victimised for raising an appeal;
  - decisions are evidence-based and properly recorded;
  - conflicts of interest are managed (e.g., a staff member does not review their own decision without independent oversight);
  - confidentiality is maintained and personal data is processed lawfully.
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## 3. Scope and exclusions

### 3.1 In scope

- decisions on internal assessment outcomes (e.g., NEA/coursework marks prior to submission, application of assessment criteria, authenticity decisions, internal standardisation decisions);

- administrative decisions affecting internal assessment submission (e.g., missed deadlines where discretion exists, access to supervised sessions where permitted);
- decisions about whether LMSC will submit a **post-results service request** and/or fund it (where relevant to LMSC arrangements);
- centre decisions related to **access arrangements** applications and implementation (centre-level decisions before/after awarding body outcomes);
- centre decisions relating to **special consideration** applications.

### 3.2 Out of scope

- appeals against **awarding body** outcomes that are not appealable through centre processes (these follow awarding body rules and timescales);
- complaints about teaching quality or wider service issues (these are managed through the LMSC Complaints Policy);
- academic judgements that are supported by evidence and correctly applied to awarding body criteria, unless there is clear evidence of error or procedural failure.

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## 4. Definitions

- **Internal assessment decision:** A judgement made by LMSC staff about a student's work that contributes to a qualification outcome (e.g., coursework/NEA marks, pass/fail decisions, application of marking criteria).
- **Post-results services (PRS):** Awarding body services available after results (e.g., clerical check, review of marking, review of moderation, access to scripts).
- **Access arrangements:** Adjustments approved to allow candidates to access exams fairly (e.g., extra time, rest breaks, word processor, reader/scribe) in line with awarding body processes.
- **Special consideration:** A request for an allowance due to temporary illness/injury/serious disruption at the time of assessment.

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## 5. Roles and responsibilities

### 5.1 Director

- Overall responsibility for implementation of this procedure.

- Chairs or appoints an independent reviewer for complex or high-stakes appeals.
- Ensures deadlines are met and records are retained.

## 5.2 Exams Officer

- Manages PRS and awarding body appeal submissions.
- Provides students with accurate information about PRS options, deadlines, costs (where applicable) and evidence requirements.
- Ensures decisions and communications are documented and stored securely.

## 5.3 SENCo Lead and External SENCo

- Lead evidence gathering and decision-making relating to access arrangements.
- Advise on fairness and reasonable adjustments and ensure decisions are recorded with supporting evidence.

## 5.4 Heads of Department / Assessors / Internal Verifiers

- Ensure internal assessment decisions are applied in line with awarding body criteria and internal standardisation.
- Provide evidence and rationale where an appeal relates to marking/assessment decisions.

## 5.5 Data Protection Officer

- Advises on lawful processing, retention, and access to information (including sharing scripts/marked work and handling third-party data).

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# 6. General process, timescales and communication standards

## 6.1 How to submit an appeal

Students must submit appeals in writing to the **Director (Anis Zaman)** via the official LMSC channel used for formal exam matters (email or written letter delivered to reception). Verbal appeals are not accepted as formal submissions but may be used to seek guidance before submitting.

## 6.2 Time limits for submitting an appeal

Because awarding body deadlines can be short, LMSC sets the following **centre deadlines**:

- **Internal assessment decisions:** within **10 working days** of being notified of the decision/mark (or within **5 working days** where an awarding body submission deadline is imminent).
- **PRS requests:** within **3 working days** of results day for that qualification, unless awarding body deadlines are shorter.
- **Access arrangements/special consideration decisions:** within **10 working days** of the decision being communicated, or immediately where an exam date/deadline is imminent.

If a student misses these timelines, LMSC may still consider the appeal where there is a demonstrable exceptional reason and where awarding body deadlines still allow action.

## 6.3 LMSC response targets

- Acknowledgement of receipt: **within 2 working days**
- Stage 1 decision (informal review): **within 10 working days**
- Stage 2 decision (formal panel/review): **within 15 working days** of Stage 2 being requested

Where awarding body deadlines apply, LMSC will prioritise the case and may shorten internal steps to meet external timelines.

## 6.4 Record keeping

LMSC will keep:

- the appeal submission;
- evidence considered;
- notes of meetings;
- decisions and rationale;
- communications with the student;
- any awarding body submissions and outcomes.

Records are confidential and access is restricted to staff with a legitimate need.

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# 7. Appeals relating to internal assessment decisions

## 7.1 Grounds for appeal (internal assessment)

An appeal will be accepted where one or more of the following is alleged and evidenced:

- the assessment criteria were not applied correctly;
- an administrative or procedural error occurred (e.g., wrong candidate work marked, transcription error, missed reasonable adjustment that affected work);
- there is evidence of bias or conflict of interest affecting the decision;
- the centre did not follow its published assessment process (e.g., internal verification/standardisation failures where required);
- there is new, relevant evidence that could not reasonably have been provided earlier (limited circumstances).

An appeal will **not** be upheld solely because the student disagrees with a professional judgement where criteria were correctly applied and evidence supports the mark/decision.

## 7.2 Stage 1: Informal review (resolution)

1. The Director asks the relevant Head of Department/assessor to provide:
  - the marked work;
  - the mark scheme/assessment criteria;
  - a written rationale referencing criteria;
  - any internal verification/standardisation evidence.
2. The Director (or a delegated independent reviewer not involved in the original decision) checks:
  - criteria application;
  - arithmetic/transcription accuracy;
  - process compliance.
3. Outcome is issued in writing, including:
  - decision (upheld/not upheld/partially upheld);
  - rationale;
  - any remedy (e.g., remark by second assessor, correction of error).

## 7.3 Stage 2: Formal internal appeal review

If the student remains dissatisfied, they may request a Stage 2 review within **5 working days** of the Stage 1 outcome.

### **Stage 2 review method:**

- The Director appoints a reviewer (or small panel) independent of the original marking decision, consisting of:
  - the Director (Chair) and
  - a competent subject specialist not involved in the original assessment (internal or suitably qualified external), where required to ensure subject expertise and independence.

### **Stage 2 considerations:**

- reviews the full evidence set;
- may commission a second marking where appropriate and permitted by the awarding body framework;
- checks standardisation and verification compliance;
- records all findings and reasoning.

### **Stage 2 outcome letter** must state:

- final centre decision;
- whether the matter can proceed to awarding body routes (where applicable);
- next steps and relevant deadlines.

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## **8. Appeals relating to post-results services (PRS) and awarding body appeals**

### **8.1 Information to students**

LMSC will provide students with:

- available PRS options for each awarding body/qualification (e.g., clerical check, review of marking, review of moderation, priority services where offered);
- the centre's internal deadline for requests;

- any conditions (such as the requirement for a signed candidate consent where applicable);
- whether the service has a fee and who pays it under LMSC arrangements (student-funded or centre-funded).

## 8.2 Student request process

A student requesting PRS must provide:

- qualification and subject;
- component(s) to be requested;
- reason for request (e.g., unexpected result compared to evidence);
- confirmation they understand the process may result in marks going up, down, or staying the same.

## 8.3 LMSC decision-making for PRS submission

LMSC will normally submit a PRS request where:

- the request is within deadlines; and
- the student has provided informed consent; and
- there is a reasonable basis for the request (e.g., significant mismatch with mock evidence/teacher assessment data, or evidence of potential error).

LMSC may decline to submit where:

- deadlines have passed and no late route exists;
- the request is not permitted by awarding body rules;
- there is no reasonable basis and the request appears vexatious; or
- the student has not provided informed consent/required information.

Any refusal will be provided **in writing** with reasons and signposting to the next step (including the Complaints Policy if the student believes the refusal is procedurally unfair).

## 8.4 Awarding body appeals

Where awarding body rules allow a formal appeal (beyond PRS), LMSC will:

- ensure the student is informed of eligibility, deadlines, and evidence requirements;
  - coordinate submission as the centre (where required);
  - maintain a complete evidence trail and communications log.
-

# 9. Appeals relating to access arrangements decisions

## 9.1 What decisions can be appealed

Students may appeal:

- a centre decision not to pursue an access arrangement application;
- a centre decision about the type of access arrangement support to request;
- a centre decision about implementing approved arrangements in practice (e.g., failure to provide what was approved).

Students may also appeal if they believe the decision did not consider relevant evidence or was procedurally unfair.

## 9.2 Stage 1: SENCo review

1. The SENCo Lead (Stephen Montford), with the External SENCo (Lahcen Lebetiou) where appropriate, reviews:
  - evidence base (assessment reports, teacher evidence, learner history);
  - normal way of working evidence;
  - exam requirements and feasibility.
2. A written decision is issued, including:
  - what was considered;
  - the rationale;
  - what action will be taken (apply/decline/amend request/implement controls).

## 9.3 Stage 2: Director review

If dissatisfied, the student may request review by the Director within **5 working days** of Stage 1 decision. The Director reviews:

- whether the centre followed process;
- whether relevant evidence was considered fairly;
- whether reasonable adjustments principles were appropriately considered;
- whether the decision aligns with awarding body rules and deadlines.

The Director issues a final centre decision in writing.

## 9.4 Implementation failures (urgent route)

If the appeal relates to failure to implement an approved arrangement for an imminent or live exam, the student (or staff member) must alert the Exams Officer immediately. LMSC will:

- implement the arrangement immediately where possible; or
  - document why it cannot be implemented and what alternative mitigations are possible within awarding body rules; and
  - record the incident and any reporting/escalation required.
- 

## 10. Appeals relating to special consideration decisions

### 10.1 What decisions can be appealed

Students may appeal:

- a centre decision not to submit a special consideration request; or
- the evidence basis used by the centre for the decision.

### 10.2 Evidence expectations

Students must provide supporting evidence where available (e.g., medical note, event confirmation, statement), noting that:

- special consideration is for **temporary** illness/injury/adverse circumstances; and
- it is not a guarantee of improved outcomes.

### 10.3 Stage 1: Exams Officer review

The Exams Officer reviews:

- the circumstances and timing;
- the exam(s) affected;
- supervision/incident logs (where relevant);
- evidence available;
- awarding body eligibility rules and submission timelines.

A written decision is issued.

## 10.4 Stage 2: Director review

If dissatisfied, the student may request a Director review within **5 working days**. The Director reviews process, evidence consideration, and fairness, and issues a final centre decision.

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## 11. Conflict of interest and independence

Where an appeal concerns a decision made by a member of staff, LMSC will ensure the review is conducted by:

- a person not involved in the original decision; and
- where subject expertise is required, an independent competent assessor/verifier not involved in original marking.

Any conflict must be declared to the Director and managed.

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## 12. Outcomes and remedies

Possible outcomes include:

- **appeal not upheld** (decision stands);
- **appeal upheld** (decision changed);
- **appeal partially upheld** (specific error corrected or process remedy applied);
- **procedural remedy** (e.g., re-mark by a second assessor, additional standardisation, correction of administrative error);
- **submission of PRS/special consideration** where eligible and within deadlines.

Where an appeal identifies procedural weakness, LMSC will:

- record a corrective action;
  - update training/procedures; and
  - monitor implementation.
-

## 13. Communication standards

All outcomes will be confirmed in writing and will:

- explain the decision and rationale clearly;
  - state the evidence considered;
  - state any next steps and relevant deadlines (particularly PRS/awarding body deadlines);
  - signpost support routes for students.
- 

## 14. Confidentiality and data protection

Appeals may involve sensitive personal data. LMSC will:

- share information only with staff involved in the appeal handling;
  - redact third-party personal data where appropriate;
  - store documents securely with restricted access;
  - retain records in accordance with legal and awarding body requirements.
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## 15. Monitoring and review

The Director will review:

- the number and type of appeals;
- outcomes and themes;
- any systemic risks (training, assessment design, exam admin);
- required improvements.

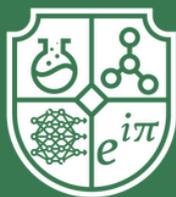
This procedure will be reviewed annually and after any significant awarding body change or major case.

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## 16. Related LMSC documents

- Examinations Policy / Exams Office Operations Manual (ICE-mapped)
- Exam Room Conduct and Invigilation Policy
- Exam Security Policy
- Access Arrangements Procedure

- Special Consideration Procedure (where maintained separately)
- Malpractice and Maladministration Policy
- Complaints Policy
- Data Protection Policy
- Conflict of Interest Policy
- Safeguarding and Child Protection Policy



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