



**Addendum to Charterhouse Complaints Policy and Review Procedures in relation to appeals regarding Teacher Assessed Grades (TAGs)**

Complaints about the award of Teacher Assessed Grades (“TAGs”) as part of the 2021 Summer Exam series are outside the scope of our Complaints Policy and will be considered under the separate JCQ and Cambridge Exam Boards Appeals Process only. This is save for where matters relate to TAGs but lie outside of the JCQ and Cambridge Appeal Process remit and at the express discretion of Charterhouse e.g.

1. any decision to withdraw an entry due to insufficient evidence on which to determine a TAG, or not to make an entry in the first place.
2. any failure or delay in offering or following the set JCQ and Cambridge Exam Boards Appeal Processes.

Any continuing concerns following completion of the Charterhouse’s complaints process may subsequently be raised through the awarding organisation’s complaints process.

This is in line with section 6.2 of [JCQ Appeals-Guidance Summer-2021.pdf](#)