

## Challenge Partners QA Review cancellation policy

### Information for schools having a review

In certain circumstances, a QA Review may need to be cancelled either by the school or by Challenge Partners. We recognise that cancelled reviews can cause significant inconvenience to the host school and the QA Reviewers due to attend; we therefore do all we can to avoid cancelling reviews and ask that schools do the same. This document explains the circumstances in which Challenge Partners' will reschedule a cancelled QA Review.

#### 1. Cancellation by Challenge Partners

1.1 If for any reason Challenge Partners needs to cancel the QA Review at your school, we will notify you with a phone call in the first instance, this will then be followed up with an email to confirm. We reserve the right to cancel or postpone the QA Review of any school that has not paid its subscription fee 4 calendar weeks before the QA Review is due to take place.

1.2 You will be entitled to have a QA Review scheduled at an alternative date during the partnership year and Challenge Partners will endeavour to organise this on dates convenient to you, subject to reviewer availability.

#### 2. Cancellation by the school

2.1 If you wish to cancel your QA Review, you must notify Challenge Partners by calling the office on +44 (0) 20 7803 4970 and speaking with a member of the QA Review team. You must call on Monday-Friday between 9am-5pm. Please then follow this up by confirming in writing to [review@challengepartners.org](mailto:review@challengepartners.org). For the purpose of implementing this cancellation policy, the date of receipt of this email is the date of which the cancellation shall be recorded.

2.2 If you cancel your school's QA Review 22 calendar days or more in advance of the confirmed Pre-Review Analysis (PRA) date, then you will be entitled to have a QA Review scheduled at an alternative date during the partnership year. Please be aware that if your review is rescheduled, Challenge Partners cannot guarantee your choice of dates or a full review team.

2.3 If you cancel your school's QA Review exactly 21 calendar days or less in advance of the confirmed PRA date, we are not obliged to reschedule your QA Review for an alternative date (because we will already have incurred costs for the original date).

2.4 Challenge Partners may, at their discretion, make an exception to point 2.3 and reschedule a review under the following circumstances if cancelled within the 21 calendar days or less window:

- Ofsted inspects your school within the 21 calendar days or less cancellation period, not including pre-arranged monitoring visits
- Ofsted inspects your school on the same dates as the QA Review, not including pre-arranged monitoring visits
- Unforeseen events leading to reviewers being unable to reach the school, or the school being closed

**Any request to reschedule your schools review that is not covered by the above is entirely at Challenge Partners' discretion and you may be asked to cover any costs Challenge Partners incurs as a result of rescheduling your review.** Please be aware that if your review is rescheduled

as a result of the above circumstances, Challenge partners cannot guarantee your choice of dates or full review teams.

### **Information for reviewers visiting other schools**

In some circumstances, a reviewer's review may be cancelled, or a reviewer may have to be taken off a review if the team is overbooked. This policy explains Challenge Partners policy for cancelling reviewers.

1.1 If for any reason as a reviewer you are taken off a review, Challenge Partners will notify you by email in the first instance, and by phone call if we do not receive a response to our email. If the review is within the next week we will notify you with a phone call. You will need to confirm receipt of this notification with Challenge Partners as soon as possible.

1.2 Challenge Partners will endeavour to find you an alternative review on the same dates, or failing this an alternative review at a later date.

1.3 Challenge Partners may be able to cover some of your non-refundable expenses for cancelled reviewers. [Please see the Cancelled Reviewer Expenses Policy](#) for a full explanation of any compensation to which you may be entitled.