

## **Customer Complaints and Compliments Bulletin January 2011 – June 2011**



CCEA is committed to improving its quality of service. CCEA records all formal and informal complaints and monitors the management of these to ensure they are followed up with customers in line with the targets set out in the Customer Charter.

CCEA also receives compliments from customers; some of the compliments received are given at the end of this bulletin.

From January 2011 – June 2011 CCEA received 19 formal complaints. 8 complaints were CCEA related issues and 11 were Non CCEA related issues and the complainants were referred back to the school. CCEA provided an initial response within 5 working days for all complaints and 75% of CCEA related issues received a substantive response within one month. Where a response took longer than one month customers were advised of the delay.

### **What CCEA does in dealing with complaints?**

Within the resources available to us we aim to provide effective products and services, which meet or exceed your expectations

In dealing with complaints we will:

- Listen carefully and sympathetically to what you say
- Deal with your complaint courteously and impartially and ensure you do not suffer discrimination or retribution by us as a result
- Consider any special needs you may have, for example interpreter fees
- Deal with your complaint in confidence
- Ensure that where poor service has occurred, appropriate corrective action is taken
- Apologise for poor service and aim to provide remedies that take account of individual circumstances
- Be open and clear about action following bad or poor service
- Treat people without bias or discrimination and in accordance with their needs
- Ensure that action taken following a complaint is appropriate for each case
- Listen to and act upon feedback from customers

Our aim is to achieve resolution of the complaint as quickly as possible and this is identified through our Customer Charter.

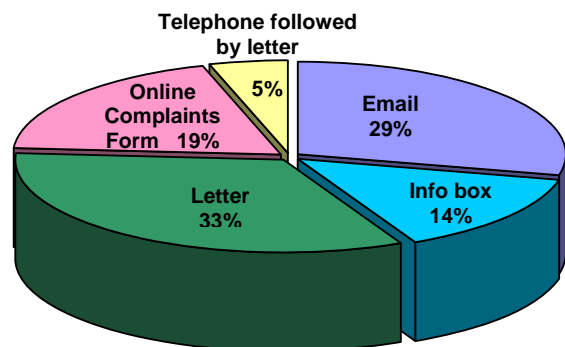
### **Our Customer Charter states that we will:**

- Provide at least an initial response to complaints within 5 working days.
- Provide a substantive response within one month of receipt – If this is not possible, an explanation will be given for the delay.
- Learn from the complaint to improve our services

## COMPLAINTS

### How complaints are received?

From January 2011 to June 2011 the main two methods of registering a complaint from customers were by Letter (33%) and by email (29%). CCEA also received complaints through the online complaints form, the Info box and by telephone followed by a letter.



### Who made the complaint?

The majority of complaints received were from teachers with 42%. Parents accounted for 32% of the complaints received and candidates for 21%. The majority of the complaints received from parents and candidates were referred back to the school as CCEA, in common with all other awarding bodies operating in the UK only engages directly with candidates and parents in exceptional cases.

### Number of complaints received

Jan 2011 – March 2011	5
April 2011 – June 2011	14
<b>Total</b>	<b>19</b>

From the 19 formal complaints received 8 complaints were CCEA related issues (42%) and 11 were Non CCEA related issues (58%) and were referred back to the school.

### How we handled your complaint

Issue(s) raised	What we did?
Examination and clarification of specification	Response given detailing the reasoning for certain questions and assurance that the concerns raised would be taken to the standardising meeting.
Change of mark following Enquiry about Results	Explanation of the marking process given.
Issue with Moderation arrangements	Apology and explanation given.
Concerns about a number of examination matters	Noted and explanation given in relation to the examination issues raised.
Concerns over an examination answer	Response given, meeting set up to discuss further.
Error in an examination paper (3 complaints)	An apology was given and Centres affected were informed of the error. An internal investigation was carried out to ensure procedures are fit for purpose going forward.
Belief that GCSE language examination was more difficult than the equivalent language examinations	Concerns all raised and addressed at relevant standardising meeting. Feedback provided to relevant centres.

### Response time

Following in line with our Customer Charter of the 8 CCEA complaints received, all were provided with an initial response within 5 days. 6 were provided with a substantive response within one month of receipt; 2 of these complaints took longer than one month and as set out in our customer charter, were given an explanation for the delay.

### Complaints upheld

Of the 8 complaints received 4 of these were upheld.

### Follow up action

For the 4 complaints that were upheld the complainants received an apology and explanation. Remedial action/procedures were revised as appropriate.

## COMPLIMENTS

CCEA also receives a number of compliments from customers, including teachers, centres, examiners and members of the public.

Some of the compliments that staff has received during 2011 can be seen below.

**Teacher** – It was good to meet you at last. I really enjoyed the support this morning. It was both informative and enlightening.

**Member of the public** – Thanks ever so much for your time and effort.

**Centre** – I just wanted to email to say “thank you” for your presentation at the Conference on Saturday....I really enjoyed it! I was very interested in your presentation.

**Teacher** – *KS3 ICT Accreditation Scheme – May I take this opportunity to thank you for all the help, clarification, assistance and guidance you have provided for my journey through this process since without your input it would have been more arduous.*

**Teacher** - *Special Needs Resource Magazine I'm very impressed with the professional materials that you have for readers to download.*

**Inspectorates** - *Conference held in partnership with the British Nutrition Foundation - Thank you for the splendid organisation which went into today. The conference was very successful and the presentations will be most supportive to teachers, particularly for GCSE and A level.*

CCEA continues to ensure that customer complaints will be dealt with as promptly and effectively as possible. If you have any comments relating to the Complaints and Compliments bulletin please contact:

Heather Clarke  
Complaints Co-ordinator  
CCEA  
29 Clarendon Road  
Belfast  
BT1 3BG

Email: [hclarke@ccea.org.uk](mailto:hclarke@ccea.org.uk) Phone: 028 9026 1244