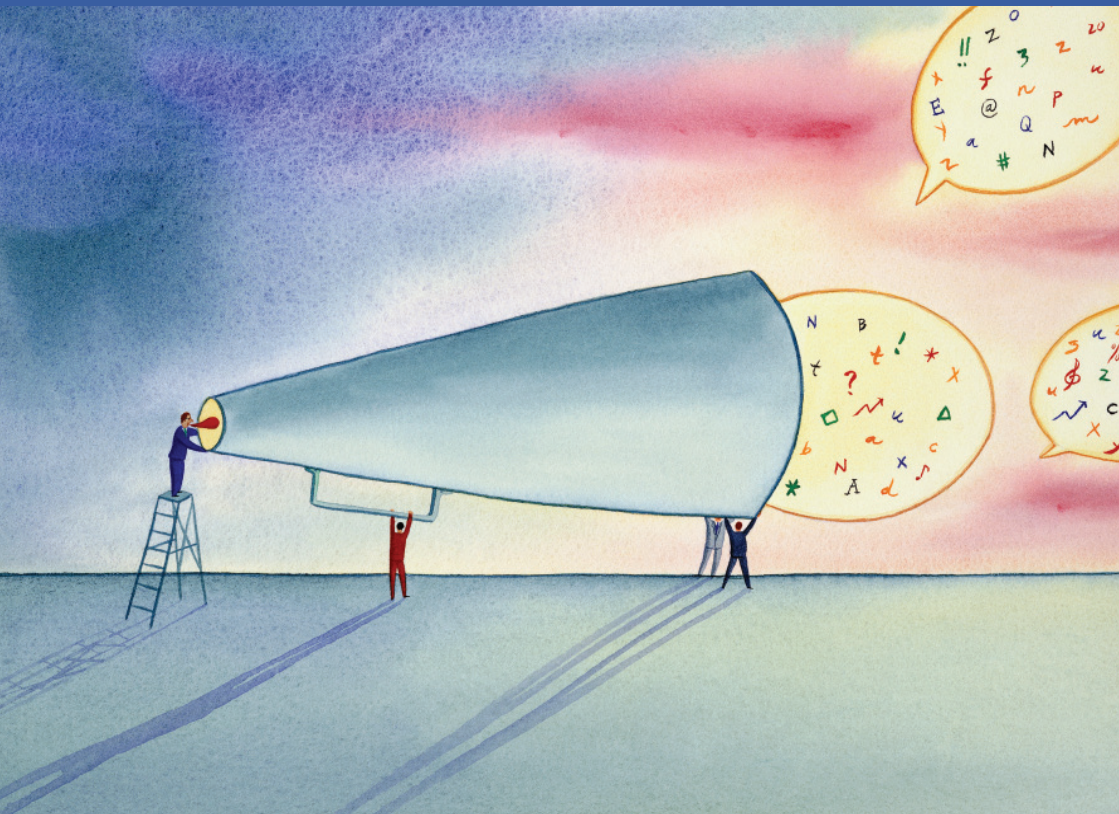


How to make a complaint



Doing our best

Within the resources available to us we aim to provide effective products and services, which meet or exceed your expectations. However, sometimes things go wrong. If you are dissatisfied with any product or service provided by us, or by any practice we adopt, we want to hear from you straight away. We welcome this as an aid to improving what we do.

We expect to resolve all complaints amicably by:

- giving information;
- giving an explanation;
- trying to put things right;
- suggesting ways you might have your problem attended to by others outside CCEA.

If CCEA has been in the wrong, you will receive an apology. This leaflet tells you what to do if you want to make a complaint or raise a concern.

How to complain

If you are a teacher, pupil or parent we suggest you initially speak to the school or college principal to take advice on how to proceed. If you are a member of the public we suggest you contact the CCEA Complaints Co-ordinator directly at the address given below. You may complain or raise a concern with us by telephone, in writing, by fax, by e-mail, by text phone, through the Internet or through face-to-face contact.

To make things easier, we have created a complaints notification form which is available electronically on our Internet site or in hard copy format attached to this leaflet. Please use this, if you find it helpful. If you need additional copies, please contact the Complaints Co-ordinator at 028 9026 1244 / e-mail: hclarke@ccea.org.uk or visit www.ccea.org.uk

Help us to deal with your complaint

You may know the name of the person in CCEA you wish to contact. If not:

- Be as clear as possible about the nature of your complaint or concern so that you may be put in touch with the best person to respond to you.
- Tell us clearly why you are unhappy and what you think we should be doing.
- Try to be specific, giving details of dates, names and subjects, where this is appropriate.

How we will deal with your complaint

- We will listen carefully and sympathetically to what you say.
- We will deal with your complaint courteously and impartially and ensure you do not suffer discrimination or retribution by us as a result.
- We will consider any special needs you may have, for example, interpreter fees.
- We will deal with your complaint in confidence.
- We will find out what your complaint is.

- We will find out what you want us to do.
- We will make an initial response to your complaint within 5 working days of its receipt.
- We will make a substantive response within one month. If this is not possible, an explanation will be given for the delay.
- We will arrange a meeting to discuss your complaint where you and we agree this would be helpful.
- If you are still not satisfied, ask to speak to our Complaints Co-ordinator, who is there to help you.
- On resolution of a complaint we will contact you to ask your views on how you felt we handled your complaint.

Time limits for raising complaints

To help us to resolve your complaint or concern please tell us what it is as soon as possible. The normal time limits we apply for raising complaints are:

- within 6 months of the incident giving rise to the problem; or
- within 6 months of becoming aware that you have a cause for complaint, providing it is not more than 12 months after the incident giving rise to the problem.

We will be flexible and extend these limits if there are good reasons why you did not contact us earlier.

Contacting our Complaints Co-ordinator

The CCEA Complaints Co-ordinator may be contacted as follows.

Mrs. H. Clarke
Complaints Co-ordinator,
CCEA
29 Clarendon Road,
BELFAST BT1 3BG
e-mail: hclarke@ceca.org.uk tel: 028 9026 1244

If you are still dissatisfied after contacting the Complaints Co-ordinator, you will be given advice on what to do next.

The Northern Ireland Ombudsman

You can also ask the NI Ombudsman to look into your complaint. Although you are able to approach the Ombudsman at any time, in most instances he will not look into your complaint unless you have exhausted all internal remedies of CCEA. You should also note that only the Ombudsman can determine whether or not a complaint from a member of the public alleging maladministration and injustice can be considered by him within the terms of the legislation. The address is:

The NI Ombudsman Office
Progressive House
33 Wellington Place, Belfast BT1 6HN
Freephone: 0800 343424,
Tel: 028 9023 3821, Fax: 028 9023 4912
Email: ombudsman@ni-ombudsman.org.uk, Web: www.ni-ombudsman.org.uk

COMPLAINT NOTIFICATION FORM



Notes on Completion

- Please complete the form as fully as possible to allow CCEA to investigate the complaint fully
- This form should be forwarded to CCEA's Complaints Co-ordinator at the address given below
- Complaints are also welcomed by letter, fax, e-mail, telephone, web and textphone or in person (contact details are given below)
- Complaints can also be submitted electronically through CCEA's website.

Date of Complaint:	<input type="text"/>
Name:	<input type="text"/>
Title:	<input type="text"/>
School/College: <i>if applicable</i>	<input type="text"/>
Address:	<input type="text"/>
	Postcode: <input type="text"/>
Contact No:	<input type="text"/>
Fax No:	<input type="text"/>
E-mail:	<input type="text"/>

Area(s) of Complaint (please ✓ all appropriate boxes)

- | | | |
|---|--|--|
| <input type="checkbox"/> Examinations | <input type="checkbox"/> Sales Items | <input type="checkbox"/> CoEA |
| <input type="checkbox"/> Curriculum | <input type="checkbox"/> Consultation Arrangements | <input type="checkbox"/> Key Stage 1/Key Stage 2 |
| <input type="checkbox"/> Assessment | <input type="checkbox"/> Script/Coursework Collection/Return | <input type="checkbox"/> Key Stage 3 |
| <input type="checkbox"/> Communications | <input type="checkbox"/> Receipt of Materials | <input type="checkbox"/> Record of Achievement |
| <input type="checkbox"/> Invoices/Payments | <input type="checkbox"/> GCSE | <input type="checkbox"/> Transfer Tests |
| <input type="checkbox"/> Marking | <input type="checkbox"/> GCE | <input type="checkbox"/> Specifications |
| <input type="checkbox"/> Provision of Results | <input type="checkbox"/> GOML | <input type="checkbox"/> CCEA Policies |
- Other (please detail below):

Nature of Complaint

Solution Requested

BUSINESS REPLY SERVICE

Licence No. BEL717

DO NOT AFFIX STAMPS IF POSTED IN
GT. BRITAIN, CHANNEL ISLANDS OR N.IRELAND

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Business Assurance
CCEA
Clarendon Dock
29 Clarendon Road
Belfast BT1 3BG

Examinations problems

A formal CCEA Examinations Appeals Procedure is in place for centres on behalf of candidates to address concerns about examination results. This is described in the CCEA Examinations Handbook which is available on the CCEA website: www.ccea.org.uk. If, following an appeal against an examination result, the candidate remains dissatisfied, a further appeal can be made by the centre to:

The Examinations Appeals Board

Ofqual

Spring Place

Coventry Business Park

Herald Avenue

Coventry CV5 6UB

Tel: 024 7667 1848

Internet: www.theeab.org.uk

Freedom of Information

If you are unhappy with the way CCEA has handled your request for information you may ask for an internal review. You should contact Heather Clarke, Complaints Co-ordinator, either by post at CCEA, 29 Clarendon Road, Belfast BT1 3BG or by email hclarke@ccea.org.uk / Tel: 028 9026 1244. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

First Contact Team

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow SK9 5AF

Tel: 030 3123 1113 or 016 2554 5745

Fax: 016 2552 4510

Internet: www.ico.gov.uk/complaints/freedom_of_information

Equality Scheme

CCEA is fully committed to the fulfilment of its legislative obligations to promote equality of opportunity and good relations. We have developed an Equality Scheme which sets out how we propose to do this. Visit our website at www.ccea.org.uk to access our scheme.

If you feel you have been directly affected by a failure on our part to comply with our Equality Scheme, please contact Lisa Johnston so that we may look into your concern and respond to you.

Lisa Johnston

CCEA

Clarendon Dock

29 Clarendon Road

Belfast BT1 3BG

Tel: 028 9026 1246

Fax: 028 9043 4284

Text phone: 028 9024 2063

E-mail: ljohnston@ccea.org.uk

You may also refer your concern directly to:

The Equality Commission for Northern Ireland

Equality house

7-9 Shaftesbury Square

Belfast BT2 7DP

Tel: 028 9050 0600

Fax: 028 9024 8687

Text phone: 028 9050 0589

E-mail: information@equalityni.org

Web: www.equalityni.org

