

Doing our best when things go wrong

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, we suggest you speak in the first instance to your principal to take advice on how to proceed.

You may complain or raise a concern with us by telephone, in writing, by fax, by E-mail or through face-to-face contact.

To make things easier, we have created a complaints notification form. Please use this, if you find it helpful. If you need additional copies, please contact the Complaints Co-ordinator at 028 9026 1201 or E-mail: nkennedy@ccea.org.uk

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 of a person making a complaint, 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, a senior member of staff who is there to help you.



How to make a Complaint

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.

Time limits for handling Complaints

To help us to resolve your complaint or concern please tell us what it is as soon as possible. Our normal time limits 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 you did not contact us earlier.



Equality Scheme

CCEA is fully committed to the promotion of equality of opportunity and good relations. Our Equality Scheme sets out how we will 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 us so that we may look into your concern and respond to you.

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 9033 1544
Text phone: 028 9050 0589
E-mail: information@equalityni.org
Web: www.equalityni.org



The Commissioner for Complaints

You may also ask the Commissioner for Complaints to look into your complaint. Although you are able to approach the Commissioner 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 Commissioner for Complaints can determine whether or not a complaint from a member of the public alleging maladministration and injustice can be entertained by him within the terms of the legislation. His address is:

The NI Commissioner for Complaints
Progressive House
33 Wellington Place
Belfast
BT1 6HN

Freephone: 0800 343424
Tel: 028 9023 3821
Fax: 028 9023 4912
E-mail: ombudsman@ni-ombudsman.org.uk
Web: www.ni-ombudsman.org.uk

Examinations problems

A formal CCEA Examinations Appeals Procedure is in place for principals to address concerns about examination results. This is described in the CCEA Examinations Handbook sent to all centres taking CCEA examinations.

If, following an appeal against an examination result, the principal of a school or college remains dissatisfied, a further appeal can be made by him/her to:

The Examinations Appeals Board
83 Piccadilly
LONDON
W1J 8QA

Tel: 020 7509 5995
Web: www.theeab.org.uk

Contacting our Complaints Co-ordinator

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

Complaints Co-ordinator
CCEA
Clarendon Dock
29 Clarendon Road
BELFAST
BT1 3BG

Tel: 028 9026 1201
Fax: 028 9026 1233
E-mail: nkennedy@ccea.org.uk

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



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tel: (028) 9026 1200
fax: (028) 9026 1234
e-mail: info@ccea.org.uk
web: www.ccea.org.uk



Clarendon Dock
29 Clarendon Road
Belfast
BT1 3BG



How to make a Complaint

