



Business Assurance Complaints Procedure



CCEA Complaints Procedure for Customers

Within the resources available to us we aim to provide effective products and services, which meet or exceed your expectations. If you are dissatisfied with any product or service provided by us, or by any practice we adopt, we want to hear from you.

CCEA considers complaints as learning opportunities to improve our products and services.

What is a complaint?

A complaint is an expression of dissatisfaction which you have about any person, the products or services, actions or inactions of CCEA or its members of staff which requires a response.

Who can complain?

Anyone who has directly accessed our products or services and is dissatisfied can make a complaint. For most of our products and services this is normally a school or college.

What happens when I make a complaint?

We have a three stage complaints process:

Stage 1 Informal



If you think your complaint can be resolved easily and you know who can assist you please contact the relevant person or Business Unit within CCEA. For example, if your complaint relates to ICT, you can contact the ICT Business Manager directly and they will investigate. If you don't know the name of who to contact you should contact the Complaints Department who will be happy to assist you. Contact details can be found at the end of this document.

Stage 2 Formal



If you are unhappy with the outcome of your stage 1 complaint or wish to make a formal complaint directly without going through stage 1, please contact the CCEA Complaints Department. The Complaints Department will investigate your complaint or if required forward your complaint to the appropriate manager within the relevant Business Unit for investigation and response.

Stage 3 Review of Outcome of Stage 2



If you are unhappy with the outcome of your stage 2 complaint, please contact the Complaints Department who will arrange for an independent review of your complaint to be carried out. We would ask you to put this request in writing providing as much detail as possible. Please note that Stage 3 is an independent review into the handling of the complaint at stage 2. Stage 3 does not involve a full rerun of the investigation into the complaint, which would only happen if the Stage 3 review identified issues with the handling of Stage 2.

Key contact names and numbers can be found on the CCEA website ccea.org.uk

Timeframes for responding to complaints

Your complaint will be handled as follows:



Acknowledgement
Within five working days



Full response
Within twenty working days

You will be notified in writing if we require longer to investigate your complaint and when you can expect a full response.

Help us deal with your complaint effectively

Schools and Colleges

If you are a school/college and have a complaint please provide the following information (as appropriate):

- the school/college centre number, name, address and contact number;
- your name (address and contact number if different from above);
- the candidate number (if appropriate);
- details of the products/services/experience the complaint refers to including the assessment/qualification and specification the complaint refers to as appropriate;
- details of the complaint (be as clear as possible so that your concerns can be dealt with by the most appropriate person);
- what you expect as an outcome to the complaint; and
- copies of any relevant correspondence.

Pupils and Parents

If you are a pupil or parent and have a complaint regarding a school/college, the assessment arrangements in schools/colleges, the administration or assessment of examinations, post-results services or Appeals, you must progress your complaint through your school/college. In line with Joint Council for Qualifications (JCQ) guidelines CCEA is unable to enter into discussion in respect of examination and assessment issues.

A school/college can contact CCEA on your behalf to progress your concerns if you wish.

Neither of the above

If you are neither one of the categories above or your complaint relates to products or services not covered by the above, please contact the CCEA Complaints Department who will assist you where possible. Please provide the following information (as appropriate):

- your name (address and contact number);
- details of the products/services/experience the complaint refers to;
- details of the complaint (be as clear as possible so that your concerns can be dealt with by the most appropriate person);
- what you expect as an outcome to the complaint; and
- copies of any relevant correspondence.

Please note that CCEA has a zero-tolerance policy towards aggressive or threatening complaints. Complaints of this nature will not be considered.

Possible Outcomes

If your complaint is upheld, you will receive an apology and an explanation from the appropriate department. The error will be corrected where possible, or the satisfactory service provided as a matter of urgency.

If your complaint is not upheld, you will receive an explanation from the appropriate department to set out the reasons for not upholding your complaint.

Taking it further

If you remain dissatisfied with the outcome of our internal complaints process, you have the right to approach the NI Public Services Ombudsman (NIPSO) if the following criteria have been met:

- you have gone all the way through the organisation's complaints handling procedure;
- it is less than 6 months after you became aware of the matter you want to complain about; and
- the matter has not been (and is not being) considered in court.

NIPSO's contact details are:

The Northern Ireland Public Services Ombudsman
33 Wellington Place
Belfast BT16HN

Website: nipso.org.uk
Email: nipso@nipso.org.uk
Freephone: 0800 34 34 24

Time limits for raising complaints

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



Within 6 months of the incident giving rise to the problem; or



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

Contact details for raising a complaint:

Complaints Department
CCEA
29 Clarendon Road
Clarendon Dock
Belfast BT1 3BG

Website: ceea.org.uk
Tel: 028 9026 1200
Email: complaints@ceea.org.uk
By form: Through the *Make a complaint* online form via our website at:
ceea.org.uk/contact/complaints/make-complaint

A hard copy of the information contained within this document can be made available on request.



CCEA complaints procedure is based on the NI-Ombudsman framework for effective complaints handling.

COUNCIL FOR THE CURRICULUM, EXAMINATIONS AND ASSESSMENT

29 Clarendon Road, Clarendon Dock, Belfast BT1 3BG
Tel: +44(0)28 9026 1200 Email: info@ceea.org.uk
Web: www.ceea.org.uk

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