

What to do if you want to complain

Policy

We welcome complaints and value your feedback as an important indicator of how we can improve our service to customers. All complaints will be handled sensitively and efficiently.

Procedure

This document tells you what to do if you are not satisfied with a product or service we have provided. Please follow the process to enable us to respond to your complaint as quickly as possible.

Some OCR services have separate processes for dealing with a customer's concern (e.g. a review of results) and some concerns are beyond the limits of OCR's authority and influence (e.g. the quality of teaching). Before you submit a complaint please check the section at the end of this document to see if there is a more appropriate process for dealing with your concerns. This will ensure that your concern reaches the appropriate team more quickly where it will receive prompt attention from knowledgeable staff.

OCR will not normally investigate complaints which were received more than six months after the incident or occurrence took place.

Definition

A complaint is defined as an expression of dissatisfaction with a product or service delivered by OCR.

Giving us details of your complaint

To enable us to process your complaint effectively and direct it to the correct person please provide us with as many of the following details as you can:

- your name and address
- centre* name and number (if you are from an approved examination centre)
- an email address

- candidate numbers, if relevant
- The relevant qualification and specification code your complaint relates to
- a clear description of your complaint
- copies of any relevant correspondence.

If you are a student or parent/carer

We want to help you as much as possible but we are unable to share specific examination related information because we don't hold enough information to verify your identity and we have a duty to protect the confidentiality of the data we hold.

We advise students and parents/carers to discuss their concerns with the Head of Centre or Examinations Officer in the first instance as they will be able to act on your behalf. If you are unhappy with your results or feel that they are incorrect, your subject teacher is in the best position to help you. They will be able to clearly explain the options available to you.

If your concerns relate to the teaching of one of our qualifications or a decision which has been made by the school/college each of our examination centres are required to have their own internal complaints and appeals process which you must follow before contacting us. If you have been through this process and remain dissatisfied you may bring your concerns to our attention.

Confidentiality and whistle blowing

We understand that sometimes a complainant will wish to remain anonymous. While we are prepared to investigate issues which are reported to us anonymously we shall always, in these cases, try to confirm an allegation by means of a separate investigation before taking up the matter with those responsible. The outcome of any investigation will be confidential between OCR and our examination centres and we won't be able to provide any information on what action we have taken. It is always preferable to reveal your identity and contact details to us, and if you are concerned about possible adverse consequences request us not to divulge your identity.

The Public Interest Disclosure Act 1998 protects workers who blow the whistle on wrongdoing and it lists a number of persons and bodies to whom disclosures can be made; it is important to note that OCR is not a prescribed body. If you wish to make a disclosure under the protection of this act you should consult the list of the prescribed persons/bodies, which can be found on the following website:

<https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2>

What we will do and how long it will take

We will deal with your complaint fairly and aim to do our best to resolve your complaint immediately, dealing with each point you raise. We aim to:

- Acknowledge receipt of your complaint within 5 working days of receipt
- Provide a full response within 10 working days. If the issues raised are more complex or involve staff who are unavailable, it may take longer to investigate. If this is the case, we will contact you to update you on our progress.

How to contact us

We encourage customers to put their concerns in writing. This helps us to ensure that all points are understood and are faithfully communicated to someone who can help you.

By email:

complaints@ocr.org.uk

If we have your email address we shall always acknowledge receipt and respond to your complaint via email. However, if we need to refer to confidential information or enclose copies of important documents, we may respond via a secure file transfer system.

By post:

OCR Complaints
The Triangle Building
Shaftesbury Road
Cambridge
CB2 8EA

By phone - contact our Customer Support Centre:

Tel: 01223 553998

What to do if you are still not happy

On occasions a customer may not be satisfied with our response and will write again restating their issues. On receiving such correspondence we shall review the original response:

- If the matter has been fully addressed and there is no further relevant information the complaint will be closed without further lengthy correspondence.
- If the response did not deal fully with all the points raised in the complaint, a full response will be given.
- If further evidence or related issues come to light, the complaint will be reopened and investigated further.
- We reserve the right to cease corresponding with a customer if the correspondence is in our opinion frivolous, vexatious or abusive.

We always aim to deal with your complaints ourselves; however, if you are not satisfied with our final response you can refer your complaint to Office of the Qualifications and Examinations Regulator (Ofqual). Their address is:

Office of the Qualifications and Examinations Regulator
Earlsdon Park
53-55 Butts Road
Coventry
CV1 3BH

Complaints with specific procedures of their own

Freedom of Information Request Complaints

Complaints about the way your Freedom of Information request has been handled, must be submitted to:

Catie Sheret GC Cambridge University Press and Assessment
Shaftesbury Road
Cambridge
CB2 8EA
By email: foi@cambridge.org

Dissatisfaction with the conduct of an examination or assessment

If you are unhappy about the way an examination or assessment was managed by the examination centre, and if you suspect malpractice, you should send your concern to:

OCR Head of Compliance
The Triangle Building
Shaftesbury Road
Cambridge
CB2 8EA

or email it to: malpractice@ocr.org.uk

The matter will be investigated and processed in accordance with the Joint Council for Qualifications (JCQ) Policy and Procedures for Dealing with Cases of Suspected Malpractice in Examinations and Assessments.

Dissatisfaction with results of examinations or assessments

If your complaint relates to published results, reviews of results or moderation or appeals you should follow the procedures for post results services and appeals which are set out in the JCQ publications *Post-Results Services* and *A Guide to the Awarding Bodies' Appeals Processes*. These can be found on the JCQ website www.jcq.org.uk. It is the responsibility of the centre which entered the individual for the examination or assessment to submit a review of results or moderation or make an appeal. Appeals must be submitted by the Head of Centre and are not accepted from individual candidates unless the candidate entered for the examination is a private candidate.

Dissatisfaction with services provided by OCR centres (schools, colleges, private training organisations)

Centres are obliged, under the terms of their approval to offer OCR qualifications, to have:

- A procedure for submitting reviews of published results
- A formal, codified procedure for handling disputes when a student or parent/ carer disagrees with a decision by the centre not to support a review of results or moderation.

If a centre fails to make available its procedures for dealing with reviews of results and moderation and appeals, the matter may be considered under OCR's complaints policy.

Some OCR assessments are undertaken by centre staff (e.g. the assessment of NEA) who work according to mark schemes and assessment procedures designed by OCR. If your concern is about the outcome of one of these assessments before the outcomes are submitted to OCR, you should use the centre's own internal complaints and appeals procedure to resolve the matter. OCR will accept a complaint in respect of these issues only if the centre procedures have been followed first without satisfaction.

OCR will not investigate complaints about centres that concern the quality of teaching or training received. These complaints should be raised with the Head of Centre or the Chair of Governors of the institution.

*a centre is defined as any establishment approved to deliver OCR Assessments.

www.ocr.org.uk

OCR Customer Support Centre

Telephone 01223 553998
Email: support@ocr.org.uk

For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored.

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