

Customer Code of Conduct

Policy Overview

Cambridge OCR is committed to delivering respectful, high-quality, and accessible services. While we understand that customers may face stress or frustration, we must maintain a safe and respectful environment for all.

This policy outlines:

- What customers can expect from us
- What we expect in return
- How we manage unacceptable behaviour
- Protective measures for staff and resources

Customer Expectations

Our staff will:

- Provide fair, open, and accessible support
- Listen and respond with empathy
- Treat everyone with dignity and respect

We expect customers to:

- Be honest and courteous
- Communicate constructively
- Avoid disruptive or abusive behaviour

Unacceptable Behaviour

Includes, but is not limited to:

Aggressive or Abusive Conduct

- Threats, intimidation, or violence
- Insults, offensive remarks, or discriminatory language

Unreasonable or Vexatious Actions

- Excessive or repeated contact
- Refusal to follow procedures
- Demanding specific staff or recording without consent
- Misuse of information rights to reopen resolved issues

Our Response

- Customers will be informed when behaviour is unacceptable.
- Continued misconduct may result in calls or meetings being ended and escalation to management.

- Serious incidents may lead to immediate termination of contact and police referral.

Communication Restrictions

We may apply limits such as:

- Written-only contact
- Designated contact points
- Restricted frequency or volume
- Blocking contact methods or social media accounts

Restrictions are reviewed regularly.

Safeguarding

Threats of harm to self or others may be disclosed to relevant authorities.

Zero Tolerance

We do not tolerate threats, harassment, or abuse. Repeated or distressing behaviour may result in immediate cessation of contact and police involvement.

Equality

We comply with the Equality Act 2010 and consider reasonable adjustments. However, this does not excuse unacceptable behaviour.

Further Complaints

If you feel this policy has been applied unfairly, for further complaints relating regulated qualifications you may contact Ofqual regarding:

- Complaint handling
- Registration, certification, or assessment issues
- Centre arrangements

OCR Customer Support Centre

Telephone 01223 553998

Email: support@ocr.org.uk