

WJEC Complaints Policy



Complaints

WJEC is committed to delivering high quality services and products which meet the needs of our customers and regulatory requirements. We put customer service and quality at the heart of what we do and strive to get it right, first time, every time. However sometimes things don't go as planned and in order to help us to improve the quality of our work we value your feedback.

What to do if you have a query, a concern or a complaint

Most queries or concerns can be resolved quickly by contacting the relevant subject team and administrative staff. They will do their best to resolve the matter quickly to your satisfaction. If you have a formal complaint, however, please send your complaint to us in writing by emailing complaints@wjec.co.uk, or writing to us at the following address:

Compliance Team, WJEC, 245 Western Avenue, Cardiff, CF5 2YX

Complaints should be submitted at the earliest opportunity. The normal time limit for a complaint to be raised is:

- Within 3 months of the incident occurring
- Within 3 months of becoming aware that there is cause to complain, providing it is not more than 6 months after the incident occurred.

Submitting a formal complaint

- When a complaint is submitted formally, the following details should be provided:
- Your full name and contact details (including a daytime telephone number and email address)
- Centre name and number (if you are from an approved WJEC/Eduqas examination centre)
- A full description of the complaint (including the subject matter and relevant dates and times if known)

- The names of the people at WJEC who have been involved in the matter so far, if known
- Copies of any relevant documents and reference to any earlier correspondence.

We will process your personal data in accordance with the WJEC [Privacy Notice](#).

What happens next – Stage 1 investigation

The complaints team will acknowledge your complaint within 3 working days of receipt. Where a complaint is received by a different department it will be forwarded to the complaints team who will acknowledge it within 3 working days of receipt by the complaints team. Once a formal complaint is received, it will be referred to a lead officer to investigate and respond.

The lead officer will respond to your complaint normally within 10 working days of receipt by the complaints team. If a complaint is more complex or involves staff who are unavailable it may take longer to investigate. In such circumstances, the lead officer will advise you of the timescale for responding. We may also contact you within this period to seek further information or clarification.

What if my complaint has not been fully addressed – Stage 2 investigation

If the outcome of the stage 1 investigation has not fully addressed your concerns, you may submit a further complaint in writing to complaints@wjec.co.uk. The stage 2 complaint must be made in writing within 2 calendar weeks of WJEC issuing the outcome of the stage 1 investigation and clearly state why you are dissatisfied with the outcome of the stage 1 investigation. Your complaint will be acknowledged within 3 working days of receipt. A lead manager with no previous involvement in the complaint or conflict of interest will lead the stage 2 investigation.

We aim to complete the stage 2 investigation within 10 working days and will communicate the outcome to you. If a complaint is more complex or involves staff who are unavailable it may take longer to investigate. In such circumstances, the lead manager will advise you of the timescale for responding. We may also contact you within this period to seek further information or clarification.

Further Avenues

Once the stage 2 investigation has been completed, there are no further internal stages. If the outcome of the stage 2 investigation has not fully addressed your concerns you may refer your complaint to the relevant regulator:

[Ofqual](#)

[Qualifications Wales](#)

[CCEA \(Northern Ireland\)](#)

Scope

The scope of this complaints procedure does not include a number of procedures for which there are alternative arrangements, namely, Post Results Services and appeals against reviews of results (marking and moderation), malpractice, special consideration, access arrangements or other examination administrative arrangements such as very late arrivals, missing scripts or use of aegrotats. Please refer to the Exams Officer home page on our website for further information about Post Results Services and Appeals.

A review of a grade or mark cannot be undertaken through the complaints procedure, and WJEC/Eduqas can only accept a request for review of a grade or mark from a centre or private candidate through the relevant Post Results Service procedure.

Comments against the content of qualification specifications which have been accredited or approved by regulators and comments about the content of question papers will be considered as part of WJEC/Eduqas' reviewing approach to the development, delivery and awarding of qualifications.

Complaints against a decision or action taken by a centre delivering WJEC/Eduqas qualifications must be directed to the centre and progressed via the centre's internal procedures.

WJEC/Eduqas will not investigate complaints about centres in relation to the quality of teaching or training the centre provides. These complaints should be raised directly with the centre.

FOI requests and complaints in respect of GDPR, including Subject Access Requests, are covered under a separate procedure. Please see our [Privacy Notice](#).

Further queries

Any queries regarding this policy may be directed to:

Complaints@wjec.co.uk