Complaints data

Guide to the data submission process

ofqual

Contents

Introduction

In order to fulfil our regulatory and accreditation functions as set out in the [Apprenticeships, Skills, Children and Learning Act 2009](#), we require awarding organisations to provide exams delivery data for regulated qualifications.

What data will be collected?

Data on complaints received by awarding organisations, will be collected for GCSE, AS, A level, Advanced Extension Award, Other General Qualification, Project, English For Speakers of Other Languages, Functional Skills, Other Life Skills, Essential Skills (Northern Ireland), Occupational Qualification, Vocationally-Related Qualification, End-Point Assessment, Performing Arts Graded Examinations, Other Vocational.

This collection is for the general qualification awarding organisations only.

When will data be collected?

Data will be collected according to the [reporting schedule](#) which is agreed and maintained by Ofqual's data services team.

File format

The file must be CSV format and the first row must be headers as displayed in the '**Name'** column of the table below. The subsequent rows must have the values of the data to be reported which must match the format and validation rules below.

General completion guidelines

- Numeric values must not have any formatting.

- Ofqual requires data for anything which is an expression of dissatisfaction against any of the categories accompanying the complaints template (be that for products, services or processes), regardless of whether it was dealt with by the complaints team or another team.

- Ofqual is aiming to collect complaints data for only Ofqual-regulated qualifications within all geographical regions.

- Where complaints do not relate to a specific qualification, we still require the complaints data as the issue could be of relevance to Ofqual.

Name	Description	Position	Validation Regular Expression	Description of Regular Expression
ExamSeries	Exam series data relates to e.g. June 2019	1	^(June)([ ][0-9][0-9][0-9][0-9])$	Full month name of exam series and year. **-2 also accepted for unknown value.**
Year	Year the complaint relates to	2	^(0-9][0-9][0-9][0-9])$	Year (4 digits).
ReportingDate	Date the file was due to be submitted regardless of when it was actually uploaded. Format accepted 120 ODBC canonical **yyyy-mm-dd**	3	^(20)\d\d[-](0[1-9]|1[012])[-](0[1-9]|[12][0-9]|3[01])$	The date in the following format: year (4 digits), a dash, month (2 digits), a dash, day (2 digits).
AwardingOrganisation	Name of the awarding organisation	4	^.{1,100}$	1 to 100 characters accepted.
ComplaintReferenceNo	Unique AO identifier for complaint	5	^\d{1,5}$	Up to 5-digit integer accepted.

QualificationLevel	Level of qualification e.g. GCSE	6	^(GCSE|AS|A level|Advanced Extension Award|Other General Qualification|Project|English For Speakers of Other Languages|Functional Skills|Other Life Skills|Essential Skills (Northern Ireland)|Occupational Qualification|Vocationally-Related Qualification|End-Point Assessment|Performing Arts Graded Examinations|Other Vocational|Multiple|-2)$	One of the following list: GCSE, AS, A level, Advanced Extension Award, Other General Qualification, Project, English For Speakers of Other Languages, Functional Skills, Other Life Skills, Essential Skills (Northern Ireland), Occupational Qualification, Vocationally-Related Qualification, End-Point Assessment, Performing Arts Graded Examinations, Other Vocational, Multiple, -2.
QAN	Qualification Accreditation Number e.g. 123/1234/1	7	^.{1,10}$	1 to 10 characters accepted. **-2 accepted if unknown.** **'Multiple' accepted if complaint is in relation to more than one qualification.**
SpecificationTitle	Specification title also known as subject title	8	^.{1,150}$	1 to 150 characters accepted. **-2 accepted if unknown.** **'Multiple' accepted if complaint is in relation to more than one specification title.**

SpecificationCode	Specification code also known as Subject Award Code and Cash-in Code	9	^.{1,7}$	1 to 7 characters accepted. **-2 accepted if unknown.** **'Multiple' accepted if complaint is in relation to more than one specification code.**
UnitOrComponentCode	Unit or component identifier	10	^.{1,10}$	1 to 10 characters accepted. **-2 accepted if unknown.**
DateComplaintMade	Date the complaint was made. Format accepted 120 ODBC canonical **yyyy-mm-dd**	11	^(20)\d\d[-](0[1-9]|1[012])[-](0[1-9]|[12][0-9]|3[01])$	The date in the following format: year (4 digits), a dash, month (2 digits), a dash, day (2 digits).
DateComplaintClosed	Date the complaint was closed. Format accepted 120 ODBC canonical **yyyy-mm-dd**	12	^(20)\d\d[-](0[1-9]|1[012])[-](0[1-9]|[12][0-9]|3[01])$	The date in the following format: year (4 digits), a dash, month (2 digits), a dash, day (2 digits). **'2999-12-31' accepted for cases still open at time of reporting.**
NatureOfComplaint	To indicate the reason for the complaint	13	Accepted values as per pre-agreed list	Accepted values as per pre-agreed list.
SpecificNatureOfComplaint	To indicate a more detailed reason for the complaint	14	Accepted values as per pre-agreed list	Accepted values as per pre-agreed list.
Outcome	To indicate the outcome of the complaint	15	^(upheld|not upheld|partially upheld|not applicable|ongoing)$	One of the following list: upheld, not upheld, partially upheld, not applicable, ongoing.

ComplaintSource	To indicate the source of the complaint	16	^(parent, centre, student, teacher, representative bodies, assessor, moderator, item writer, public, government, media, internal staff, contractor, private student, unknown)$	One of the following list: parent, centre, student, teacher, representative bodies, assessor, moderator, item writer, public, government, media, internal staff, contractor, private student, unknown.
MultipleOrSingleIssue	To indicate whether a complaint is in relation to a single issue or multiple	17	^(multiple|single)$	One of the following list: multiple, single.

Contacts

For all queries relating to the data collection process, amendments to data previously provided, or for general guidance, please contact:

Ofqual
Earlsdon Park
53-55 Butts Road
Coventry
CV1 3BH

Email Data.Services@ofqual.gov.uk

February 2020   **Ofqual/20/6596**