

Customer Service Statement



AQA offers a quality, cost-effective service which complies with official Codes of Practice. We do this by concentrating on the efficiency of our systems and the quality of our communications.

► Efficiency

We aim to be prompt in:

- delivering question papers, Statements of Entry, results and certificates
- despatching publication orders
- replying to enquiries – we will acknowledge your queries within five working days
- answering results queries
 - 18 days for priority service 2
 - 40 days for remoderation
 - 30 days for other services
- processing supplier invoices within their due date

- processing claims forms from examiners within 30 days.
- responding to comments on examination papers and administration through the teachers' associations, Standing Joint Committee and the AQA Regional Forums.

► Communication

AQA communicates with centres and the public in English.

We aim to communicate effectively by:

- identifying ourselves by name and department when you call
- using plain English in all our communications
- asking you how we can improve our products/ services
- offering as much information as possible on our website at aqa.org.uk
- publishing comprehensive support materials and administrative documents free of charge
- publishing details of fees and charges on our website and sending copies of our Fees Schedule to centres each September
- running a range of free teacher support and annual coursework/portfolio meetings
- providing past examination papers, mark schemes, examiners' reports and feedback on coursework/portfolios after each examination series free of charge.

► Helping us to help you

Our Regional Support Team always welcomes suggestions for improvements to our services and responds to all comments within five working days. Call them on 0870 410 1036

If you submit a complaint and remain dissatisfied with the response, your complaint will be passed to a senior member of staff unconnected with the issue.

As a final appeals stage, your complaint will be considered by AQA's Executive Board.