

GUIDANCE

Reporting malpractice allegations

Report allegations of malpractice to Ofqual and understand what to expect from us

ofqual

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Reporting an allegation of malpractice

This may relate to:

- exams, such as GCSEs and A levels
- key stage tests (SATs)
- assessment of vocational or technical qualifications listed on the [Register of Regulated Qualifications](#)
- activities of exam boards or awarding bodies (also called awarding organisations) which we regulate

We encourage you to contact Ofqual if you wish to raise a concern (called 'making a disclosure') about the activities of awarding organisations and the qualifications they offer.

We take all reports of malpractice seriously, and anyone who reports malpractice to us will be told whether we are able to investigate their concerns or not.

We will:

- confirm receipt of your report within 3 working days, if you provided contact details
- contact you within another 10 working days to let you know if we can investigate your report or not.

If we can look into your concern, we will usually:

- investigate your report if it relates to an awarding organisation that we regulate
- ask the awarding organisation to investigate your report if it is about a centre which delivers their qualification
- keep you informed if possible, in general terms, of any investigation outcome. However we may not be able to do this if there are legal or confidentiality issues.

We may:

- contact you for further information if needed
- share your details with the awarding organisation investigating the report
- share your information with other organisations, such as government departments, enforcement agencies and the police if we think it is necessary
- suggest another course of action if we consider that we are unable to look at your concerns

Report Malpractice

Report wrongdoing or malpractice using our digital complaints portal to tell us about your concerns and send us information about this securely online:

[Report Malpractice](#)

Telephone
0300 303 3346

Please see our website for phone line opening times.

Detail to provide in a malpractice disclosure

The more detail you can give us, the more it will help us assess your concern. It would be useful if you could provide information such as:

- details of the people and organisations involved, including where it has happened
- full details of your concerns, including the qualifications/subjects involved
- key dates
- any supporting documents and evidence

We do not encourage you to gather any further information from any source, whatever the circumstances. This might infringe privacy rights or other legal requirements. However, we may ask you to clarify the information you provide to us.

Privacy statement

It is necessary for us to collect and hold personal information about you in order to investigate your concern(s) relating to malpractice. This might be a concern about wrongdoing, risk or malpractice relating to exams, key stage tests (SATs), assessment of regulated qualifications or the activities of awarding organisations we regulate.

We will hold the information you provide to us securely and use it to help us to investigate your concerns. For more information please access our Malpractice Privacy Notice [Malpractice privacy notice](#) (PDF, 585KB, 4 pages).



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