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| Teitl: Title: | Complaints, Concerns and Compliments Policy |
| Fersiwn: Version | V3 |
| I bwy mae'r Polisi hwn yn berthnasol? Who does this Policy Relate to? | Myfyrwyr / Staff / Myfyrwyr a Staff / Arall (rhowch fanylion) Students, Parents & Guardians, Members of the public, Staff. |

Cydraddoldeb ac Amrywiaeth / Equality & Diversity

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| Dolen at Gam 1 Asesu Effaith (ar Gydraddoldeb a'r Gymraeg): / Impact Assessment Stage 1 (Equality & Welsh) link: | EIA Stage 1 |
| <i>Effaith ar yr Iaith Gymraeg</i> <i>Mae asesiad effaith wedi'i gynnal ar y polisi hwn i ystyried ei effaith ar yr iaith Gymraeg yn unol â Safonau'r Gymraeg (94-104) a Mesur yr Iaith Gymraeg (Cymru) 2011.</i> | <i>Welsh Language Impact</i> An impact assessment has been carried out on this policy to consider its effect on the Welsh Language in accordance with the Welsh Language Standards (94-104) and the Welsh Language (Wales) Measure 2011. |

Adolygu a Chymeradwyo / Review and Approval

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| Perchennog y Ddogfen: Document Owner: | <i>Teitl swydd / Job title</i> Deputy Chief Executive (People Experiences and Culture) | | |
| Ymgynghoriad / Consultation: | <i>Rhestrwch nhw / Please list</i> SMT | | |
| Dyddiad cymeradwyo / Date Approved | Cymeradwyaeth y Pwyllgor Mewnol e.e. Grŵp Diogelu / Internal Committee Approval e.g. Safeguarding Group | <i>Enw'r Grŵp a'r Dyddiad / SMT (People) 8th June 2021</i> | |
| | Pwyllgor Cyfathrebu a Diwylliant / Communications & Culture Committee: | <i>8th June 2022</i> | |
| | Pwyllgorau'r Bwrdd / Board Committees: | Pwyllgor Archwilio a Risg / Audit & Risk Committee: | - |
| | | Pwyllgor Cwricwlwm a Safonau / Curriculum & Standards Committee | - |
| | | Pwyllgor Cyllid, Pobl a Diwylliant / Finance, People & Culture Committee: | <i>Full Board 22nd June 2022</i> |
| | Corff Llywodraethu / Governing Body: | | |
| Dyddiad Adolygu: Review Date: | 30th June 2024 | | |

Anfonwch y ddogfen wedi ei chymeradwyo i'w chyfieithu gan ddefnyddio'r [Ffurflen Cais Cyfieithu](#)
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Rhifwch bob adran a pharagraff . Please number each section and paragraph

Complaints, Concerns and Compliments Policy

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1. Introduction

- 1.1 The College aims to provide an inspirational, enjoyable and successful learning experience that supports learners to achieve their goals. Receiving feedback and compliments from our customers is always appreciated and welcomed by the College and supports our work of continually improving the services we provide by enabling us to showcase and share good practice across the College. If you wish to provide any feedback to the College please complete our online [feedback form](#). In line with the Welsh Language Standards complaints can be made in either Welsh or English.
- 1.2 However, we appreciate that there may be occasions when you are not completely happy about a part of the service provided by or on behalf of the College and feel this has affected your experience at the College. This policy has been put in place to help deal with these instances.
- 1.3 The College is committed to the highest standards of openness, probity and accountability and seeks to conduct its affairs in a responsible manner, taking into account the requirements of the funding bodies and the standards in public life set out in the reports of the Nolan Committee. If you have a genuine suspicion of bribery, or that there have been breaches of the law and other serious wrongdoings you should raise your concerns under the College's Whistle Blowing Policy with the Governance Officer.
- 1.4 If you wish to appeal against a decision which has been made in relation to an application to study one of our Higher Education programmes you should refer to the HE Admissions Policy for details of the Appeals process.
- 1.5 This procedure should not be used to raise a concern or complaint related to the outcomes of assessment performance or academic judgements except where there is a complaint about a service provided which has to be resolved before an appeal decision can be made. If you are an HE student and wish to appeal against an assessment decision based upon your academic achievement or progress you should refer to the [Academic Appeals for Higher Education Programmes](#).
- 1.6 It is expected that the majority of concerns and issues can be resolved at either Stage 1 or Stage 2 of this procedure. However, in the event of a serious matter being raised with the College it may be decided that the matter should be considered immediately under the formal Stage 3 of the Procedure.
- 1.7 The College does not normally accept or act upon anonymous complaints, due to the College not being able to collect all relevant information for such complaints and being unable to respond accordingly. There may however be exceptional circumstances where the College deems it appropriate to investigate a complaint from an anonymous source, which identifies a risk to the College community or the public.
- 1.8 A vexatious or malicious complaint is defined as a complaint which is deemed unreasonable or untrue, having been put forward so as to abuse the complaints procedure or an attempt to defame the name or character of another person. In such cases where a complaint is considered to be vexatious or malicious, the College reserves the right to terminate the investigation of the complaint.
- 1.9 The College is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. However, we do not expect our colleagues to tolerate unreasonable behaviour when dealing with complaints and we will take steps to protect

colleagues from such behaviour, including consideration of termination of an ongoing complaint. Examples of unreasonable behaviour include those where a complainant;

- Refuses to cooperate with the complaints investigation process
- Refuses to accept that certain issues are not within the scope of the complaints procedure
- Insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice.
- Makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced.
- Refuses to accept the findings of the investigation into that complaint where the College's complaint procedure has been fully and properly implemented and completed.
- Seeks an unrealistic outcome.
- Makes excessive demands on college time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.

2. Stage 1 Raising Issues

- 2.1 If you are unhappy with an aspect of the service you have received at the College, rather than let your concern become a complaint, you should try and resolve your issue promptly and informally by either speaking directly with the person, who in your opinion, is responsible for your dissatisfaction or concern about the service provided or, raising your concerns with the supervisor/manager for the area/service concerned.
- 2.2 If you are a student you should raise your concerns directly with your tutor/assessor, your Progress Coach/or any member of staff to whom you feel comfortable speaking with. You can also talk to your class representative and ask them to represent your views through the student voice system.

3. Stage 2: Informal Complaint

- 3.1 If your concern has not been resolved at Stage 1 or you feel the issue has not been responded to satisfactorily, you can take your complaint to the second stage of the Complaints Procedure by submitting a [feedback form](#) online or completing a feedback form available at our College reception points.
- 3.2 In completing the form, you should identify both the nature of your complaint and, if appropriate, the individual against whom the complaint is being made.
- 3.3 Following receipt of the form, the College will review its contents and determine whether the matter you are raising would be more appropriately dealt with under another College Procedure, such as the processes in place for Safeguarding or Misconduct if it is a complaint about the conduct of another learner or a member of staff. If a different procedure is to be used to resolve your concerns, you will be notified in writing with an explanation of the process which will be followed.
- 3.4 If your concerns are to be dealt with under this procedure, the Feedback Form will be forwarded to an appropriate manager of the area you are providing the feedback or complaint about. You will be contacted by the relevant manager to discuss the matter, either face to face or by telephone, **within five working days**. Please note college working days do not include periods outside term dates or college closure periods.

- 3.5 The manager dealing with your concern at this stage of the procedure will have the authority and discretion to consider any reasonable option to resolve your concerns. It is therefore envisaged that the majority of complaints will be resolved satisfactorily at this stage with no further action being necessary.

4. Stage 3: Formal Complaint

- 4.1 If you feel your issue or complaint has not been satisfactorily resolved at Stage 2 of this procedure, you may request that the matter is dealt with as a formal complaint. You should submit your request in writing to Bridgette Jones, Personal Assistant, Coleg Cambria, Kelsterton Road, Connah's Quay, Deeside, CH5 4BR or emailed to bridgette.jones@cambria.ac.uk
- 4.2 On receipt of a formal complaint an appropriate independent College manager will be appointed to undertake a formal investigation of the facts relating to your complaint. You will receive an acknowledgement of your complaint and be provided with the name and contact details of the Investigating Manager **within five working days**.
- 4.3 The Investigating Manager may contact you for further information and may ask to meet with you to discuss the details of the complaint further.
- 4.4 The Investigating Manager will normally provide you with a formal written response to your complaint within 15 working days of the acknowledgement letter. If for any reason there will be a delay in a response being provided we will write to you to let you know.

5. Stage 4: Appeal

- 5.1 If you are dissatisfied with the outcome of your formal complaint you have the right to appeal under Stage 4 of the Complaints Procedure. However, the right of appeal may only be considered if there is new evidence, which was not made available at an earlier stage or where the complainant feels that the investigation was not carried out fairly or thoroughly, and/or the findings were not borne out by the evidence.
- 5.2 Your appeal must be submitted in writing to Cath Sullivan, Deputy Chief Executive, People Experiences and Culture, Coleg Cambria, Kelsterton Road, Connah's Quay, Deeside, CH5 4BR or via email to cath.sullivan@cambria.ac.uk within 15 working days of receipt of the formal outcome under Stage 3. Your appeal will be acknowledged within 5 working days.
- 5.3 The appeal process will be determined by the circumstances; this could include:
- paper based review of process
 - meeting with the complainant
 - consideration of new evidence
 - alternative means of resolution.
- 5.4 We will normally write to you within 15 College working days with the outcome of your appeal. If we cannot provide an outcome within this timescale we will write to you to let you know. This represents the final stage of the College's Complaint Procedure.

- 5.5 Depending upon the nature of your complaint you may, if you remain dissatisfied, have the right to pursue the matter through an external complaints procedure. If this applies, your final outcome letter from the College will signpost the relevant next steps for you.
- 5.6 If you are a HE student and you are not satisfied with the outcome of your complaint and it is a specific concern about the quality of your learning opportunities, you may request a review under stage 4 of the awarding University's Complaints Procedure. You must do this within fifteen working days of the Colleges final response and enclose a copy of that response to show that you have exhausted the Colleges internal procedures. At the conclusion of this procedure you will be issued with a Completion of Procedures (CoP) letter by the awarding University, which will allow you to then refer your complaint to the [Office of the Independent Adjudicator \(OIA\)](#), should you wish to proceed further and/or are still unhappy with the outcome of your complaint.

6. Independent External Review

- 6.1 Depending upon the nature of the matter you have complained about you may have a further channel to pursue your complaint if you remain dissatisfied.
- 6.2 If you have made a complaint regarding our Nurseries, Kids Cub or residential accommodation (LLysfasi) whom are registered with Care Inspectorate Wales (CIW) and you remain unhappy about the outcome, you can contact the [Public Services Ombudsman for Wales](#) who has legal powers to look into complaints about public services and care providers in Wales, or the [Care Inspectorate Wales](#) directly.
- 6.3 If you have made a complaint about the college's noncompliance with the Welsh Language Standards you can also complain directly to the [Welsh Language Commissioner](#) who has legal power to deal with complaints under The Welsh language Measure 2011.

7. Monitoring and Review

- 7.1 All complaints, even if they are anonymous or withdrawn, and the resolution of such, are recorded appropriately, with complaints anonymised for reporting purposes ensuring that there is an opportunity to improve services, based on the feedback provided. A report is considered by the College's SMT on a termly report with an Annual Report being submitted for consideration by the College's Board of Governors.
- 7.2 Implementation of this policy will be monitored by the Deputy Chief Executive (People Experiences and Culture) to ensure it is consistently and fairly applied and reviewed every three years.