



## COMPLAINTS PROCEDURE

Coleg Ceredigion is committed to providing you with a high quality service in all aspects of its provision whether you are a learner or a customer. Most individuals accessing the college's services will not experience any problems but we recognise that circumstances may sometimes arise causing individuals to be unhappy with the service provided.

If you are dissatisfied with any aspect of the college's work we would like to hear from you so that we can ensure that we achieve our aim of providing a high quality service.

We consider a complaint to be an expression of dissatisfaction with the standards of service, actions or lack of action by the College or its staff, affecting an individual learner or group of learners or someone who is seeking or receiving services from the College.

The following Complaints Procedure aims to deal with complaints quickly, thoroughly and effectively. The procedure does not cover complaints against the decisions of Examining Boards or disputes with persons not employed by or directed by the college.

**Who can complain?** Anyone who uses, or has used, the College's services and facilities

**What can I complain about?** You can make a complaint about any aspect of our services, including teaching and training, support services, advice and guidance and College facilities. You can also complain if you feel you have been treated unfairly.

Please note that there is a separate procedure for dealing with students' appeals against assessment decisions – details of these procedures will be available on the college's Web pages or from Welfare Officers.

**How do I make a complaint?** Before you make a formal complaint it is always a good idea to try to resolve the issue informally - see Stage 1 of the Complaints Procedure.

If you are a student and do not feel confident enough to make a complaint then you can talk to the Welfare Officers or the college Mentor. They will listen to your problem/concern and advise you about the best course of action. Anything you say will be treated in total confidence.

You can present your complaint in Welsh or English.

***What should I do about matters of Public Interest/Serious Concerns?*** The College has a 'Public Interest Disclosure Procedure' which relates to disclosure of matters of public interest/serious concerns such as alleged fraud, maladministration or unlawful activities. Issues of this nature should be directed to the Clerk to the Board of Governors:

### **STAGE 1 – Informal Discussion**

If you are a visitor or prospective student you may be able to resolve your concern informally by asking to talk to an appropriate member of staff. Please contact Reception if you are unsure who that member of staff should be.

If you are a college student you may be able to resolve your concerns informally by talking to your Course Tutor. If you do not feel comfortable talking to your Course Tutor you may prefer to talk to one of the following:

- Curriculum Manager
- Director of Curriculum
- Welfare Officer
- College Mentor

Your concern will be listened to and taken seriously. Every effort will be made to assist you in dealing with your issues. No formal record of your concern will be kept at this stage.

### **STAGE 2 – Formal Complaint**

If you feel that your concern has not been resolved at the informal stage you may make a formal complaint in writing to the Clerk to the Executive Committee using the college Complaint Form (Appendix A). Complaints can be presented in Welsh or English.

If you are a student and you need help in completing the form you can ask for help from your Course Tutor, staff in the Learning Resource Centre, the college Welfare Officers or College Mentor. If you are not a student please contact Reception who will be able to advise you.

When we receive the formal complaint the following steps will be taken:

1. You will receive a letter or email within 5 working days confirming we have received your complaint.
2. Your complaint will be investigated by a member of the Executive Committee. This will involve discussing the complaint with the relevant people. (If your complaint relates to a particular person they will normally be issued with a copy of it).

3. If we need to clarify any issues we will contact you to discuss them.
4. A letter will be sent to you confirming the action to be taken.
5. In some instances it may not be possible for us to resolve your complaint without meeting with you first. In this case we will try to ensure that the meeting takes place within 10 working days of receiving the original complaint. If you wish you may bring someone to the meeting with you. This could be a course representative, a friend, a family member or someone else of your choice.
6. If a meeting takes place, a letter will be sent to you within 5 working days of the meeting, outlining any action to be taken.
7. All documentation will be recorded and filed confidentially.

### **STAGE 3 - If your complaint is not resolved**

If you are not satisfied with the outcome of Stage 2 of the process, a letter listing the reasons for your dissatisfaction may be sent to the Principal who will consider all the facts and respond to you.

If, after the Principal's response you still feel your complaint has not been satisfactorily resolved, you can raise your concerns with the Board of Governors. The Clerk to the Board of Governors will be able to provide you with contact details and information to assist you with this process.

### **Contact Details**

Letters should be addressed to the appropriate person and sent to the following address:

Coleg Ceredigion  
Park Place  
Cardigan  
SA43 1AB

### **Monitoring of Complaints**

We undertake to monitor and analyse complaints and use the information to improve our systems and services. This is an important part of our quality control system.

A report on Complaints Received is considered by the Executive Committee and the Board of Governors on an annual basis.