

The College Ystrad Mynach

Concerns and Complaints Policy



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THE COLLEGE YSTRAD MYNACH

CONCERNS RAISED AND COMPLAINTS POLICY

SECTION A POLICY

1. INTRODUCTION

It is the intention of the College to resolve as quickly and fairly as possible any concerns or complaints a service user may have regarding the services provided by the College. The purpose of this policy and procedure is to provide an opportunity for the resolution of any concerns raised or complaints.

This document is for learners, parents, members of the public, staff, business organisations, public and voluntary bodies that use College services and wish to raise a concern or make a formal complaint relating to the provision of College services. This provision may include courses, levels of support for learners, resources, commercial activities, facilities and College procedures.

2. DIFFERENCE BETWEEN CONCERNS RAISED AND FORMAL COMPLAINTS

There are many instances where a grievance may be relatively minor and need only to be raised with a tutor or member of the business support staff who can take appropriate action and resolve the matter quickly. These are concerns raised. Other matters may be more serious and should be treated as part of a formal complaints procedure. All concerns raised and formal complaints received will be treated with equal seriousness by the College.

3. STANDARDS

The College is committed to providing high quality services. We treat as concerns and complaints any clear expression of dissatisfaction with our services that call for a response. We deal with such matters promptly, politely and where appropriate formally.

SECTION B PROCEDURE

4. RAISING A CONCERN

A learner can raise a concern with their subject tutor, course tutor, Head/Deputy Head of Faculty, Head of School or an administrative assistant on an informal basis. Staff will endeavour to resolve concerns as quickly as possible and will record the issue and outcome on the learner's file. If the concern raised cannot be resolved at that level then the member of staff may need to take the matter to his/her line manager. If the matter cannot be resolved then the individual has the right to make a formal written complaint, although we would expect the vast majority of concerns to reach a satisfactory outcome.

People who are not enrolled as learners but who use any of the College facilities such as the restaurant, hair salon, day nursery or commercial provision may raise a concern by bringing it to the attention of an appropriate member of staff either in person or in writing.

5. MAKING A FORMAL COMPLAINT

If you are a learner or their representative and you wish to make a formal complaint then please follow the outlined procedure:

- Detail your complaint in writing to the Vice Principal (Student Services and Support)
- If the matter requires immediate attention, please ask to see the Vice Principal (Student Services and Support) or the Deputy Head Student Services. All verbal complaints will be required to be confirmed in writing within 5 working days.

If you are not a learner or their representative and wish to make a formal complaint:

- Detail your complaint in writing to the Vice Principal (Human Resources and Governance).

The appropriate Vice Principal will ensure your complaint is recorded and you receive a written response.

6. COLLEGE RESPONSE

The appropriate Vice Principal will ensure your complaint is recorded on the day it is received and you will receive a written response within 10 working days.

An appropriate member of the Senior Management Team or their representative will review your complaint.

7. STAFFING ISSUES

If a complaint raises concerns about a member of staff the matter will be investigated and where appropriate, College procedures in relation to staff will be invoked.

SECTION C APPEALS

8. APPEAL TO PRINCIPAL

If at this stage you are not satisfied with the response from the College, you may appeal in writing to the Principal/Chief Executive. This must be within 15 working days of receiving our response. The name and address is:

Mr Bryn Davies
Ystrad Mynach College
Twyn Road
Ystrad Mynach
CF82 7XR

9. INVESTIGATION BY PRINCIPAL

The Principal will instigate an investigation into the Appeal and will involve such members of the Senior Management Team and/or other individuals with no previous connection with the case as may be necessary. The proceedings and outcomes will be minuted. The Principal will inform the complainant in writing confirming our final position on your complaint and explain our reasoning within 15 working days of receiving the Appeal.

10. REVIEW

This policy and procedure will be reviewed in July 2012 by an appropriate cross-section of staff.