

## EXECUTIVE

# Complaints Policy

## Scope and Application

Pembrokeshire College strives to achieve the highest standards of quality education, training and support services.

The College welcomes feedback, both positive and adverse, from any current or prospective student, parent, employer or member of the public. The College will use any feedback received to inform and improve the standards of its provision or services.

It is recognised that from time to time, comments will be received about the standards of provision or service.

The College is committed to achieving a swift, resolution of any complaint wherever possible in order to minimise the impact on all parties involved.

This Policy outlines the process for dealing with any concerns or complaints raised.

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## 1.0 General Principles

- 1.1 Feedback on College provision and services is sought through a number of channels e.g. class visits, Learner Voice Forum, Staff Voice Forum, College website or Intranet (Nexus/MyDay), Vocalise, College email, Open Events, Employer questionnaires, College Complaints Form, and via internal and external learner questionnaires etc.
- 1.2 The College takes all feedback seriously and all members of staff will endeavour to respond to comments or concerns as quickly as practicable at the initial point of contact.
- 1.3 In the event that the feedback received is considered to be a complaint then the process outlined in this Policy applies.
- 1.4 For the purposes of this Policy, a complaint is an expression of dissatisfaction or concern, however made, about the standard of provision or services, the actions, or lack of action on the part of one or more employees of the College.
- 1.5 All complaints will be handled confidentially and every effort will be made to resolve any complaints quickly, fairly, with openness and transparency.
- 1.6 Complaints can be made verbally or in writing in a number of ways:
- 1.6.1 Report it verbally to any member of College staff;
  - 1.6.2 Request a College Complaints Form (Appendix A) from Reception in person, by phone on 01437 753100 or email [reception@pembrokeshire.ac.uk](mailto:reception@pembrokeshire.ac.uk)
  - 1.6.3 Contact the Nominated Senior Manager Complaints on 01437 753426 or email [s.thompson@pembrokeshire.ac.uk](mailto:s.thompson@pembrokeshire.ac.uk) or write to Pembrokeshire College, Merlins Bridge, Haverfordwest, Pembrokeshire, SA61 1SZ
- 1.7 The College publicises this Policy on its external website [www.pembs.ac.uk](http://www.pembs.ac.uk) and on its intranet Nexus. Electronic or printed copies are available by request from [reception@pembrokeshire.ac.uk](mailto:reception@pembrokeshire.ac.uk).
- 1.8 Os yw unigolyn yn dymuno gwneud cwyn trwy gyfrwng y Gymraeg, yna dylid gwneud cais drwy [reception@pembrokeshire.ac.uk](mailto:reception@pembrokeshire.ac.uk) neu ffoniwch 01437 753435.
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- 1.9 Any individual may make a complaint on behalf of a third party, with the consent of that third party.

## 2.0 Management of Complaints

- 2.1 As a Welsh Government funded Education and Training Provider, Pembrokeshire College is required to have a complaints policy which deals effectively with any complaints from learners or other individuals.
- 2.2 The Responsible Senior Officer for ensuring compliance with this Policy is the Deputy Principal, Curriculum.
- 2.3 The person co-ordinating and managing complaints on behalf of the Responsible Senior Officer, is the Nominated Senior Manager, currently the Transformation Manager. All complaints received are forwarded to the Nominated Senior Manager to process.
- 2.4 All complaints are recorded by the Nominated Senior Manager on a central confidential Complaints database.
- 2.5 The Complaints database is monitored termly by Curriculum Cluster.
- 2.6 An Annual Report detailing the number and nature of complaints is presented to the College Corporation Board along with any recommendations.

## 3.0 Assessment of Complaints

- 3.1 On receipt of a complaint, the Nominated Senior Manager will assess the nature of the complaint, and will determine the relevant College Policy or Procedure that the complaint falls under and the mode of resolution.
- 3.2 If a complaint relates to a safeguarding matter then it will be dealt with in accordance with the Safeguarding Policy. The matter will be referred by the Nominated Senior Manager to the Head of Safeguarding and Learner Services.
- 3.3 If a complaint relates to learning and teaching practice(s) which leads to poor programme performance, for example completion, retention, attendance, attainment etc, the matter will be dealt with in accordance with the Quality Assurance Policy. The matter will be referred by the Nominated Senior Manager to the Head of Quality, Teaching and Learning.
- 3.4 All other complaints about any aspect of College services or provision, including complaints against members of College staff, will be processed under this Policy, via management resolution.
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- 3.5 If your complaint refers to services you have received relating to your course and achieving your qualification then please contact the relevant Awarding Organisation directly. Full contact details of Awarding Organisations will be provided by the College's Examination Department [jacki.brown@pembrokeshire.ac.uk](mailto:jacki.brown@pembrokeshire.ac.uk) or 01437 753122
- 3.6 If you are not happy with the response from the relevant Awarding Organisation you can raise your complaint to the relevant qualification regulator. The Awarding Organisation or the College's Examination Department will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

## 4.0 Complaint Resolution Process

- 4.1 On notification of a complaint, the Nominated Senior Manager will enter the details of the complaint onto the Complaints database. If the complaint is against a member of staff please refer to section 5 below.
- 4.2 The Nominated Senior Manager will contact the complainant verbally or in writing, to:
- 4.2.1 confirm and clarify the issue(s);
  - 4.2.2 explain who will be responsible for dealing with the complaint; and
  - 4.2.3 explain the anticipated timescales for resolving the complaint.
- 4.3 The Nominated Senior Manager will contact the relevant Manager verbally or in writing and ask them to look into the complaint and to provide a response within 5 working days from receipt of the complaint.
- 4.4 In the event that this timescale cannot be achieved, the Nominated Senior Manager will advise the complainant of this and the anticipated timescale for resolution.
- 4.5 On receipt of the Managers' response, the Nominated Senior Manager will determine if the complaint is substantiated, partially substantiated or unsubstantiated.
- 4.6 The Nominated Senior Manager will advise the complainant of the resolution verbally or in writing. Complainants are advised of the Appeal process at this time.
- 4.7 If the complaint is substantiated or partially substantiated and the complainant is satisfied with the resolution, the Nominated Senior Manager will close the complaint on the Complaints Database.
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- 4.8 If the complaint is found to be unsubstantiated, the matter is closed on the Complaints Database, unless the Nominated Senior Manager considers that Section 7 applies or the complainant wishes to appeal against the outcome.

## 5.0 Complaints against Members of College Staff

- 5.1 Where a complaint is received and it directly relates to the action or lack of action of a member of staff, this should be reported immediately to the Nominated Senior Manager.
- 5.2 The Nominated Senior Manager will contact the complainant verbally or in writing, to:
- 5.2.1 confirm and clarify the issue(s);
  - 5.2.2 explain who will be responsible for dealing with the complaint; and
  - 5.2.3 explain the anticipated timescales for resolving the complaint.
- 5.3 The Nominated Senior Manager will contact the relevant Line Manager and the Human Resources Manager, verbally or in writing.
- 5.4 The Line Manager will discuss the complaint with the member of staff and where practicable provide a response to the Nominated Senior Manager within 5 working days from receipt of the complaint.
- 5.5 In the event that this timescale cannot be achieved, the Nominated Senior Manager will advise the complainant and the anticipated timescale for resolution.
- 5.6 On receipt of the Line Manager's response, the Nominated Senior Manager will determine if the complaint is substantiated, partially substantiated or unsubstantiated.
- 5.7 The Nominated Senior Manager will advise the complainant of the resolution verbally or in writing. Complainants are advised of the Appeal process at this time.
- 5.8 If the complaint is found to be unsubstantiated, the Nominated Senior Manager closes the Database, unless the Nominated Senior Manager considers that Section 7 applies or the complainant wishes to appeal against the outcome.
- 5.9 If the complaint is substantiated or partly substantiated, then the Nominated Senior Manager will notify the Human Resource Manager and the matter will be referred for management resolution under the most appropriate College Employment Policy.
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- 5.10 The outcomes of management resolution could be one or more of the following:
- 5.10.1 Verbal management advice
  - 5.10.2 Written management advice/instructions
  - 5.10.3 Development of an action plan
  - 5.10.4 Issuing of an improvement note; or
  - 5.10.5 Referral to the Human Resources Department for formal consideration under the relevant College Employment Policy
  - 5.10.6 If the member of staff is not satisfied with the resolution process or the way in which the Policy has been applied, they should put their concerns in writing to the Nominated Senior Manager within 10 working days of being informed of the outcome.
- 5.11 If the member of staff is not satisfied with the resolution process or the way in which the Policy has been applied, they should put their concerns in writing to the Nominated Senior Manager within 10 working days of being informed of the outcome.

## 6.0 Appeals

- 6.1 If a complainant is not satisfied with the Resolution, they can appeal in writing, to the Senior Responsible Officer, the Deputy Principal, Pembrokeshire College, Merlins Bridge, Haverfordwest, Pembrokeshire, SA61 1SZ within 10 working days of receiving the response in 3.4 above.
- 6.2 Within 10 working days of receipt of an Appeal, the complainant will be notified in writing, of the decision of the Deputy Principal in relation to the Appeal.
- 6.3 If a complainant is not satisfied with the decision of the Deputy Principal, they can appeal in writing, to the Principal, Pembrokeshire College, Merlins Bridge, Haverfordwest, Pembrokeshire, SA61 1SZ within 5 working days of receiving the response.
- 6.4 Within 10 working days of receipt of an Appeal, the complainant will be invited to attend a meeting with the Principal to discuss the grounds of the Appeal.
- 6.5 The decision of the Principal is final.
- 6.6 The Nominated Senior Manager will close the complaint on the Complaints Database. Unless the complaint is found to be unsubstantiated, then the Nominated Senior Manager will consider if Section 5 applies.

## 7.0 Vexatious Complaints

- 7.1 If the resolution of a complaint finds that the complaint is unsubstantiated, the College reserves the right to consider whether to bring action against the complainant if any false statements and allegations have been made.
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- 7.2 Where the complainant is a student of the College and the complaint has been found to be unsubstantiated, then the matter may be pursued under the College Student Disciplinary Policy.

## 8.0 Definitions

Term	Meaning
Insert Text	Insert Text
Insert Text	Insert Text

## 9.0 Document Control

Version	Description	Date	Creator	Reviewer	Authoriser	Document Custodian	Review Date
1.0	First Issue Rev 1.0		J Havens	H Hadley	K Robson	J James	
2.0	Update 1	060217	<b>S Thompson</b>		D Evans		
Signed							

The College is committed to the promotion of Education for Sustainable Development and Global Citizenship (ESDGC), the Welsh language, Equality and Diversity, Essential Skills, Health, Safety, Safeguarding, Wellbeing and the Environment.

Mae'r Coleg wedi ymrwymo i hyrwyddo Addysg ar gyfer Datblygiad Cynaliadwy a Dinasyddiaeth Fyd-eang (ADCDF), yr iaith Gymraeg, Cydraddoldeb ac Amrywiaeth, Sgiliau Hanfodol, Iechyd, Diogelwch, Diogelu, Lles a'r Amgylchedd.