



COLEG CYMRAEG
CENEDLAETHOL

External complaints policy

Date of approval: April 2024

Review date: April 2026

External complaints policy

Contents

Introduction	3
Dealing with your complaint.....	3
How to make a complaint.....	4
Step 1 Contact us.....	4
Step 2 Take your complaint further	5
Step 3 The Next Step	6
Step 4: The Final Step.....	6
Courtesy	6

External complaints policy

Introduction

1. The Coleg Cymraeg Cenedlaethol (the Coleg) undertakes to maintain the highest standards when working with partners, stakeholders and the general public. We recognise, however, that there may be occasions when we have made a mistake or failed to meet our usual high standards. To deal with this, we have an external complaints policy. The Coleg may modify this policy from time to time.
2. A complainant is defined as someone who is dissatisfied with the service they receive. A complaint can be about the standard of service, lack of action, or dissatisfaction with the way a member of staff has dealt with the matter.

Dealing with your complaint

3. The Coleg does not consider complaints as something to be avoided. A complaint can help us see how our services and procedures can be improved. You are welcome to let us know how you feel if we have made a mistake or have done something that is unsatisfactory or unacceptable to you. Please tell us, even if you do not see the matter in question as a 'complaint' as such. It is possible that you will help us to address issues that we would not have otherwise noticed. We will ensure confidentiality

for you as a person who brings a complaint to the Coleg's attention, and we will expect you to also respect confidentiality around your complaint.

How to make a complaint

Step 1 Contact us

4. The first step is to contact a member of the Coleg's staff. You are expected to do this within four weeks of the matter with which you are dissatisfied. This can be informal e.g. face to face or over the phone, or it can be via email.
5. Usually, the best member of staff to speak to is the person who has dealt with the matter of concern, as they are in the best position to help you quickly, and to put things right if necessary. If they are not available, or if you would prefer to go to someone else, then ask for that person's direct line manager. If the complaint is of a personal nature, you can take it directly to the Coleg Secretary, if you wish.
6. We will endeavour to resolve the issue at the time if we can. If we cannot do this, for example if the necessary information is not at hand, we will make a record of your concern and arrange the best time and method to get back to you. We will normally do this within ten working days, but we may take more time, depending on the circumstances at the time and the availability of relevant individuals.

Step 2 Take your complaint further

7. We hope that you will only feel the need to make a formal complaint as a last resort, and that you will first make your complaint to the person already dealing with the matter, in order to give them a chance to consider the matter. However, if you are still dissatisfied, the next step is to submit the complaint in writing to the Coleg Secretary, setting out the details, explaining what you think went wrong and saying what would need to happen to correct the problem in your view. You are welcome to write this letter in Welsh or English. If there is a good reason why you cannot write this letter, you can ask a member of the Coleg's staff to take notes of your complaint. You should be sure that you agree with what has been recorded and that you have a copy for reference. This record will be sent promptly to the manager with responsibility for human resources, for them to deal with the complaint.
8. Once the manager with responsibility for human resources receives the complaint, they will arrange for it to be investigated. Your complaint will usually be acknowledged in writing within ten working days of receipt (unless there is a reason why this cannot happen) and the letter will give an indication of when you can expect a full response. You will normally receive a full response within four weeks unless the matter is very complex or circumstances mean that the full response cannot be provided within this timeframe. In such cases, we will let you know what steps we will take and tell you when you can expect a full response from us.

Step 3 The Next Step

9. If you are not happy with the full response to your complaint, you can refer your complaint to the Chief Executive. All material relating to your complaint and the investigation by the manager with responsibility for human resources will be sent to the Chief Executive. The Chief Executive will inform you within seven working days that they have received your complaint and will give you an idea of when you can expect their full response.

Step 4: The Final Step

10. If you are not happy with the Chief Executive's response, you have the option of writing to the Chair of the Coleg Board, stating the reasons you are not satisfied with the Chief Executive's response. You must do this within seven working days of receiving the Chief Executive's response. The Chair (or Vice Chair if the complaint relates to the Chair) will respond to you within ten working days. The Chair's decision will be final and you will not be entitled to take your complaint further.

Courtesy

11. It is understandable that individuals can behave in an emotional way when something has gone wrong. We believe that all complainants have the right to be heard, understood and respected. We also believe that the Coleg's staff have the right to be treated with respect and courtesy. We therefore expect you to be polite and well-mannered with them. We will not tolerate abusive or aggressive behaviour. In exceptional

circumstances, such behaviour may mean that it will not be practicable for us to continue to deal with your complaint.