



To investigate complaints thoroughly, and to provide a speedy remedy where appropriate to prevent the problem arising again.

To keep learners and wider customers informed about our progress in resolving their problems.

To monitor and analyse complaints regularly and use this information to improve our systems and services in the future.

LEARNERS STUDYING UNIVERSITY FRANCHISED HE COURSES:

(University of South Wales, University of Worcester, Aberystwyth University)

The contract between the University and Coleg Gwent states that:

Partners will access the Student Complaints Regulations and Procedures where the complaint relates to academic matters; where matters are the responsibility of the partner, for example crèche facilities, learners should access Coleg Gwent's Complaints Procedures.

Where Coleg Gwent's Complaints Procedures are followed, a Completion of Procedures letter (Appendix E) must be issued to the learner on closing the complaint. The complainant will then be able to access the Office of the Independent Adjudicator (OIA) where they wish to appeal against the decision. Refer to Appendix D.

COMPLAINTS PROCEDURE

Stage 1 (Front Line Resolution)

Use complaints data and themes to identify the root cause of complaints

Take action to reduce the risk of recurrence

Record the details of corrective action in the complaints file

Systematically review complaints performance reports to improve service delivery.

Getting help to make your complaint

The college understands that some individuals may be unable, or reluctant, to make a complaint themselves. Complaints will be accepted from the representative of a person who is dissatisfied with the service provided. The college can take complaints from a friend or relative if they have been given consent to complain on the individual's behalf.

The college is committed to ensuring services are easy to use for everyone. In line with statutory equalities duties, the college will always take care to make reasonable adjustments to help individuals access and use college services.

This information can be made available in other languages and formats, such as large font or Braille. Please contact Learner Services on campus.

APPENDIX A

Examples of types of complaint

- A failure to provide a service, or an inadequate quality or standard of service
- The admissions process
- The disciplinary process
- A request for a service or for information, which we have not actioned or answered
- Our policies
- Wrong information about academic programmes or our services
- The quality and availability of facilities and learning resources
- Accessibility of our buildings or services
- The behaviour of a learner, member of staff or contractor
- Treatment by or attitude of a member of staff or contractor
- Disagreement with a decision where you cannot use another procedure, e.g. appeal
- Our failure to follow the proper administrative process

Your complaint may involve more than one college service or be about someone working on our behalf, such as a contractor.

There are some things that we would not categorise as a complaint, either because they are requests or because we have other policies and procedures to deal with them. These include:

- A request for information or an explanation of policy or practice
- A disagreement with academic judgement
- A claim for compensation against the college
- Issues that are in court or have already been heard by a court or tribunal
- Disagreement with a decision where a right of appeal exists, e.g. Learner Appeals Policy
- A request for information under the Data Protection or Freedom of Information Act
- A grievance by a member of staff
- An attempt to have the college open up or reconsider a complaint we have concluded or given our final decision on.

If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help.

APPENDIX B

RAG Criteria: Distinction between Serious and Non- Serious Complaints

Rating	Criteria	Example complaint/issues
Red	Serious issues which require a full investigation and are likely to have a reputational impact on the college, or where the complaint results in irreparable damage to the college/customer and/or learner/peer relationship	<ul style="list-style-type: none"> Hate crime Sexual harassment Persistent systematic bullying or bullying of a more serious nature Abusive language/threats Carrying of offensive weapons Being under the influence of drugs (including alcohol), in possession of drugs or buying or selling drugs on the college premises
Amber	Issues that require further investigation and are likely to have a negative impact on the customer experience, e.g. where the college fails, or continues to fail to provide an acceptable standard of service or where learner/staff behaviour provides a cause for concern	<ul style="list-style-type: none"> Unhelpful staff and poor customer service provided Learner refused enrolment Invitation to enrol not sent out Learner's examination not submitted for re-marking Learner unable to progress to L3 with insufficient explanation Misunderstanding between learner and lecturer concerning classroom behaviour of staff
Green	Minor issues which are likely to have a minimal impact on the customer experience and which are straightforward and easily resolved, requiring little or no investigation	<ul style="list-style-type: none"> Lectures or trip cancelled Learner's car blocked in car park Bus failed to stop at campus First time request for grant information not responded to Confusion over level of skills class to attend Confusion over timetable and room

Note: Customer refers to prospective learners, learners, parents, employers, members of the public and other stakeholders

APPENDIX C

Acknowledgement of complaint

Dear (first name)

Complaint Reference: (CRM Ref)

Thank you for bringing your concerns to my attention, which I received on (day/date). I would like to assure you that we will investigate the matter quickly and thoroughly.

The manager investigating your co

APPENDIX D

Still concerned: If you are still concerned after exhausting the Complaints and Appeal procedures listed above, you may refer your complaint to the following:

HE* learners in receipt of WG student support funding:

Office of the independent adjudicator (OIA): “for students in higher education”

<http://oiahe.org.uk/making-a-complaint-to-the-oia/how-to-make-a-complaint.aspx#>

*Does not include learners on HE courses awarded by a body other than a university, e.g. HNC/Ds awarded by Edexcel. Learners on these courses should be signposted to DfES

Note: A Completion of Procedures Letter (Appendix E) will need to be completed for any HE learner who wishes to make an appeal to the OIA Scheme. The OIA rules exclude complaints about admissions and academic judgment, complaints that are not brought within a given timeframe, and complaints about issues that do not materially affect the learner as a learner

APPENDIX E

Completion of Procedures Letter Template

Please note - the format may be adjusted to meet the individual circumstances of a complaint provided that the key points below are included.

Dear [REDACTED],

Completion of Procedures Letter

This letter confirms that the internal procedures of [REDACTED] in relation to your [REDACTED] regarding [REDACTED] have been completed

The issues that you raised in your [REDACTED]

The issue(s) that were considered in relation to your [REDACTED] : [REDACTED].

The final decision of [REDACTED] is* [REDACTED] because [REDACTED].

The procedures / regulations applied were*: [REDACTED].

[REDACTED] subscribes to the independent scheme for the review of student complaints. If you are dissatisfied with the outcome you may be able to apply for a review of [REDACTED] * to the Office of the Independent Adjudicator for Higher Education (OIA) provided that the complaint you take to the OIA is eligible under its Rules.

Should you decide to make a complaint to the OIA, your OIA Complaint Form must be received by the OIA within 12 months of the date of this letter, that is, it must be received by the OIA on or before [REDACTED].

[REDACTED]

You can fill in the OIA's complaint form online or download a copy from the OIA website. <http://oiahe.org.uk/making-a-complaint-to-the-oia/oia-complaint-form.aspx>. The OIA also publishes [REDACTED], which can be downloaded from http://oiahe.org.uk/media/42715/oia_intro_leaflet_16pp.pdf. Alternatively, you can telephone or write to the OIA for a form. You should send a copy of this letter to the OIA with your OIA Complaint Form.

Guidance on submitting a complaint to the OIA and the OIA Complaint Form can also be found on the OIA's website <http://www.oiahe.org.uk/making-a-complaint-to-the-oia.aspx>. You may also wish to seek advice from the Students' Union about taking your complaint to the OIA.

Please note that the OIA will normally only review issues that have been dealt with through the provider's internal procedures.

Yours sincerely,

[Authorised signatory]

Equality Impact Assessment (EIA)

Name of Policy/Procedure	COMPLAINTS POLICY	Owner	DIRECTOR (Quality and Learner Experience)
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EIA Form Stage 1 – INITIAL Assessment

Please tick one 'Impact' box only for each Equality Target Group

Equality Target Group	Positive Impact	No Impact	Negative Impact	Reason/Comment
Age				
Disability				
Gender				
Race				
Sexual Orientation 'AY' –XVA,C'				

This includes different contract types, such as full time, part time, hourly paid or any other area not already addressed, such as vulnerable people e.g. victims of domestic violence and forced marriages.