







## Stage 1 (Front Line Resolution)

Where issues are straightforward and easily resolved, requiring little or no investigation, these should be discussed straight away with the staff directly concerned. Concerns about courses can be dealt with by the Course Tutor, Personnel Tutor, or Trainer. Concerns about learner support can be dealt with by the Head of Learner Services. If unsure the individual should contact the Head of Learner Services who will be able to advise you. (Refer to Useful Contacts at the back of this booklet).

## Stage 2 (Formal Complaint)

Where it has not been possible to resolve matters under Stage 1, a Customer [Feedback/Complaint Form](#) should be completed, which can be found on the Learner Portal and on the College Website. Individuals who are already studying at the college will be prompted to ensure the correct channels have already been followed before recording a formal complaint, i.e. Stage 1 above.

The complaint will be submitted electronically and will be directed (automatically) to the nominated LEAD, as appropriate:

- ❖ **PA to respective Director of Faculty:** Concerns relating to campus facilities and concerns relating to Higher Education course delivery & quality of experience.
- ❖ **Director of Quality & Learner Experience:** Concerns relating to College-wide issues,

We aim to resolve any concerns quickly and to a high standard. However, if the individual is not satisfied with the outcome of Stage 2, an appeal (Stage 3) must be submitted within 15 working days of receiving the response from Stage 2.

If the complainant is not satisfied with the outcome of the decision they have the right to submit their complaint to their awarding Higher Education Institution Complaints Process for consideration.

### **Stage 3 (Appeals)**

If the complainant is not satisfied with the outcome of the decision an Appeal must be made in writing to the Principal within 15 working days of the date of our response to Stage 2. If the complaint relates to a programme awarded by a partner HEI, the appeal will be presented to the awarding university and will enter their complaints procedure at stage 2. The Appeal decision will be final.

Requests for an Appeal will only be considered where any of the following conditions have been met:

- ❖ New evidence can be presented which was not made available to the manager at Stage 2, and/or
- ❖ The investigation was not carried out fairly or thoroughly, and/or the findings were not borne out by the evidence.
- ❖ The programme of study is awarded by a Partner University, such as USW, Cardiff Met, UW, AU

If the Principal is satisfied that either of the above conditions applies, a further investigation will be undertaken. The individual will be notified of the result of the investigation in writing within 15 working days of receipt of the Appeal.

**Note:** If the complaint directly concerns the Principal, it should be sent directly to: Governance Officer, Usk Campus, Usk, NP15 1XJ.

**Still concerned:** If the individual is still concerned after exhausting the Complaints and Appeal procedures listed above and the learner is studying a HE course and is in receipt of WG student support funding, please refer to Appendix D.

Please be aware that the college also has an Anonymous Allegations Policy which can be found in the Policy Box on the college intranet.

### **Malicious Complaints**

Where the College has investigated a complaint and the outcome is that the complaint is malicious, the College reserves the right to consider whether to bring action against the complainant if false statements and/or allegations have been made.

Where it is likely that a learner of the College has made false statements and/or allegations against the College or its members of staff, then the matter may be further pursued under the Learner Disciplinary Policy.

### **Monitoring and reporting of complaints**









**Strictly Confidential**

If you are already studying at the college:

Have you discussed the issue with your tutor or teacher? If you have and you are still not satisfied with the way it has been dealt with, please feedback using this form.



## 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
- ❖

Rating	Criteria	Example complaint/issues
Red	<p><b>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</b></p>	<ul style="list-style-type: none"> <li>• Hate crime</li> <li>• Sexual harassment</li> <li>• Persistent systematic bullying or bullying of a more serious nature</li> <li>• Abusive language/threats</li> <li>• Carrying of offensive weapons</li> <li>• Being under the influence of drugs (including alcohol), in possession of drugs or buying or selling drugs on the college premises</li> </ul>
Amber	<p><b>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</b></p>	<ul style="list-style-type: none"> <li>•</li> <li>• • •</li> <li>•</li> <li>•</li> </ul>



Office of the independent adjudicator [OIA - HE](#) “for students in higher education programmes”

For more information about following up a complaint via the OIA – HE please follow the below link:

[OIA - HE](#)



<http://oiahe.org.uk/making-a-complaint-to-the-oia/oia-complaint-form.aspx>. The OIA also publishes *An Introduction to the OIA Scheme for Students*, which can be downloaded from [http://oiahe.org.uk/media/42715/oia\\_intro\\_leaflet\\_16pp.pdf](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]