

Polisi Coleg Penybont Bridgend College Policy



Enw'r Polisi/Policy Name: **Complaints Policy (Your Voice)**

Côd dogfen/Document code (os yn berthnasol/if applicable) _____

Adran/Department: **Student Services**

Awdur y Ddogfen/Document Author: **Caroline McCarthy**

Teitl Swydd/Job Title: **Student Services Manager**

Dyddiad Cymeradwyaeth/Date of Approval: **SLT 13/9/2022 & C&Q 17/11/2022**

Dyddiad Adolygu/Review Date: **July 2025**

This document is also available in Welsh



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Policy Checklist:

Policy Inception Requirement	Yes / No / N/A	Supporting information
Has an Equality Impact Assessment been completed? See form below.	Yes	
Has a Welsh Language Impact Assessment been completed? See form below.	Yes	
Has a Data Protection Impact Assessment been considered with regards to this policy? If yes, please contact the Information Services Manager in order to complete a Data Protection Impact Assessment.	N/A	Cerianne Morgan has confirmed this is not required.
Has the review taken account of the latest Guidance/Legislation?	Yes	
Is legal advice required? If yes, please ensure you have taken the necessary steps to secure the appropriate legal advice before proceeding further.	No	
Is staff training required? If yes, please ensure that the necessary training is arranged through the Learning & Development Advisor.	No	
Are there HR related issues that need to be considered? If yes, please contact the HR Manager to discuss further.	No	
Are there financial issues? If yes, please contact the Finance Manager to discuss further.	No	
<i>For SLT use only:</i>		
Is this a new policy? If yes, SLT to complete the College Policy Approval Delegation checklist at the time of approval.	No	
Approval level assigned: Curriculum & Quality Committee		

Pwrpas ac Amcanion / Purpose and Objectives

Our aim at Bridgend College is to provide an outstanding service to all members of our college community and external stakeholders.

Most people who come to Bridgend enjoy College life and do not experience any problems. However, we recognise that sometimes things can go wrong, and when they do we would like to know about it in order that we can put it right.

Wherever possible, we encourage individuals to use our 'Your Voice' feedback system to provide us with ideas, compliments or concerns.

You can access our feedback portal by visiting www.bridgend.ac.uk/your-voice. Postcards are also available at our campus receptions.

Once we receive feedback we will aim to give you a quick, but thorough response that answers all of your concerns. The College annually reviews the number and nature of all official complaints, department by department. The monitoring and review of complaints contributes to our self assessment process which leads to ongoing improvements of our customer services.

Higher Education Students

Higher Education students who have a complaint relating to academic matters will need to follow the relevant University procedure as follows:

University of South Wales

<https://registry.southwales.ac.uk/student-regulations/student-complaints/>

Cardiff Metropolitan University

<https://www.cardiffmet.ac.uk/registry/Pages/Complaints.aspx>

Harassment and Bullying

A separate procedure exists for dealing with harassment and bullying.

[Students - Citizenship Code \(including bullying\)](#)

Examination Appeals

A separate procedure exists for those who feel they have been disadvantaged or unfairly classified in an examination. The College's Appeals Policy and Procedure is made available to learners during induction and is available on the college website. Any appeals must be submitted to the Awarding Organisation by the Quality Team, and the Quality Team can be contacted on quality@bridgend.ac.uk. Any student who wishes to appeal should first consult their Course Tutor.

Welsh Language Standards

We have a duty under The Welsh Language (Wales) Measure (2011) to comply with the Welsh Language Standards in line with the compliance notice issued to us as a public body by the Welsh Language Commissioner's Office.

We will endeavour to comply with our standards entirely and to provide a comprehensive service to anyone choosing to communicate with us or access our services through the medium of Welsh.

It is important that you let us know if you feel that we have not been able to provide you with the Welsh service that you would expect, as set out within the standards, so that we can take steps to put things right.

We will record any formal complaint received relating to our compliance under the Welsh Language Standards and any actions taken as a result of a complaint. Any complaint received and subsequent action taken will be reported annually to the Welsh Language Commissioner's Office via our annual compliance report.

You can access our compliance notice and find out more about our commitment to the Welsh language here: www.bridgend.ac.uk/about-us/welsh-language

Frequently asked questions

Who can complain?

Anyone who uses, or has used, the College's services and facilities. This can be a Higher Education student, Further Education student, Work Based learner, prospective student, an external stakeholder or a visitor to the College.

If you are an employee of the College and need any help and support with making a complaint please contact HR who can signpost you to the appropriate policy.

I am a student at the College, what can I complain about?

You can make a complaint about any aspect of our services including teaching and training, support services, advice and guidance and College facilities. You can also complain if you feel you have been treated unfairly or inappropriately. If you feel that the service you have received does not meet your expectations then you should follow the procedures below.

How do I make a complaint?

The process of making a complaint is outlined in this document. Before you start the process you need to decide if the feedback is a complaint or a suggestion for how things can be improved. If it is the latter, please use the 'Your Voice' feedback form. If you feel it is a formal complaint, it is always a good idea to try and resolve the issue informally, which is why we ask you to follow stage 1 (informal discussion) before making a formal complaint.

If you are a student at the College, and feel that you lack the confidence to make a complaint you can talk to a Tutor or the Wellbeing Team who will listen to your worries and support you in developing the skills and confidence to deal with your concern.

Anonymous complaints are very difficult for us to fully investigate, leaving your contact details allows us to fully understand any concerns or issues raised and enables us to feedback on any outcomes.

The Process

Stage 1 (Informal Discussion)

If you are a College student you may be able to resolve your concerns informally by talking to a Tutor regarding course concerns or the Student Services Manager or Wellbeing Team regarding student support issues.

If you are a visitor or prospective student you may be able to resolve your concern informally by asking to talk to an appropriate member of staff.

If you are unsure who you should speak to, you can use our 'Your Voice' feedback system to ask for advice. You can do this by visiting www.bridgend.ac.uk/your-voice. Postcards are also available at our campus receptions.

Your concern will be listened to and taken seriously. Every effort will be made to assist you in dealing with your issues. We will log your concern on our 'Your Voice' tracker to ensure we are able to keep a complete picture of issues people may be experiencing. Comments will be anonymised at this stage.

Stage 2 (Formal Complaint)

If you feel that your concern has not been resolved at the informal stage you may make a formal complaint in writing to the Student Services Manager by emailing CMcCarthy@bridgend.ac.uk or writing to Bridgend College, Cowbridge Road, Bridgend, CF31 3DF.

Should you require assistance in writing the complaint, the Wellbeing Team or Student Services Team are available to help you.

On receipt of the formal complaint the following steps will be taken:

1. The Student Services Manager will log your complaint and send you an acknowledgement of the complaint within 10 working days.
2. The Student Services Manager will refer your complaint to an appropriate college manager.

3. The college manager will contact you to discuss the complaint and clarify any issues. If the issue can be resolved at this stage it will be logged and you will be sent a letter outlining the action taken.
4. Where the issue cannot be resolved in the first instance the college manager will undertake an investigation which may include formally interviewing you. It is your right to bring someone to the meeting with you to offer support. This could be a Student Academic Representative (StAR), Student Ambassador, a friend or family member.
5. The college manager will also hear the views of other people concerned with the complaint.
6. You will be written to within 15 working days of receipt of the acknowledgement letter (point 1), outlining any findings / action to be taken.
7. A copy of the proceedings will be submitted to the Student Services Manager.

What if I am still unhappy?

If you are not satisfied with the outcome of stage 2 you can move on to stage 3 of the complaints procedure.

Stage 3

In the event that you remain dissatisfied with the outcome of your complaint at stage 2, your complaint can be passed to a member of the Senior Leadership Team for final internal review. You should make your request for a stage 3 review of your complaint within 15 working days of receiving the outcome of the stage 2 investigation. This should be done, in writing to the Principal's P.A. Requests for reviews received later than this will not normally be considered.

Requests to review the outcomes of stage 2 investigations will be considered in terms of whether any of these conditions are met:

- There were procedural irregularities in the investigation of the complaint or;
- Fresh evidence can be presented which was not made available to the college manager at stage 2 or;
- The finding of the investigation was against the weight of the evidence

If the senior manager is satisfied that any of the above conditions apply, a further investigation will be undertaken of the complaint. You will be notified of the result of the investigation in writing within 15 working days of receipt of the request for review.

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Stage 4 (Appeals)

If you are still unhappy with the outcome of your complaint you may appeal in writing to the Principal of the College. Your appeal will be reviewed by the Principal, which may include further liaison with you. You will receive an appeal outcome within 15 working days from the date of confirmed receipt of your appeal.

The Principal's decision is final.

Please note: if your complaint directly concerns the College Principal, you should send your complaint form directly to:

Clerk to the Corporation
Bridgend College
Cowbridge Road
CF31 3DF

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EQUALITY IMPACT ASSESSMENT FORM

Enw Polisi / Gweithdrefn Name of Policy / Procedure	Complaints Policy (Your Voice)					
Perchennog Polisi Policy Owner (to complete this EIA)	Caroline McCarthy					
Nod(au'r) a Pwrpas y Polisi Aim(s) and Purpose of Policy	To ensure outstanding service to all internal and external stakeholders by responding to all complaints in a timely and professional manner, providing a prompt resolution.					
I bwy mae'r polisi hwn yn effeithio? Who does the policy affect?	Dysgwyr Learners	x	Staff	x	Y Cyhoedd Gyffredinol / General Public	x

Equality characteristic	Positive impact	Neutral impact	Negative impact	Reason/comment
Age	x			
Disability	x			
Gender reassignment	x			
Marriage and civil partnership	x			
Pregnancy and maternity	x			
Race	x			
Religion or belief	x			
Sex	x			
Sexual Orientation	x			

Date completed: 26/9/22

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Signed by Manager completing the assessment:

Asesiad Effaith Iaith Gymraeg/ Welsh Language Impact Assessment

Enw Polisi / Gweithdrefn Name of Policy / Procedure	Complaints Policy (Your Voice)					
Perchennog Polisi Policy Owner (to complete this EIA)	Caroline McCarthy					
Nod(au'r) a Pwrpas y Polisi Aim(s) and Purpose of Policy	To ensure that the Complaints Policy is accessible to stakeholders wishing to conduct their complaint and receive a response through the medium of Welsh					
I bwy mae'r polisi hwn yn effeithio? Who does the policy affect?	Dysgwyr Learners		Staff		Y Cyhoedd Gyffredinol / General Public	

Safonau Iaith Gymraeg / Welsh Language Standards

Rhif/ No.	Math/ Type	Safon / Standard	Cadarn haol (gallai fod o fudd)	Negyddo I (gallai effeithio)	Dim Effaith
			Positive (could benefit)	Negative (could impact)	No Impact
94	Safonau Llunio Polisi Policy Making standards	<p>Pan fyddwch yn llunio polisi newydd, neu'n adolygu neu'n addasu polisi sydd eisoes yn bodoli, rhaid i chi ystyried pa effeithiau, os o gwbl (pa un ai yw'r rheini'n bositif neu'n andwyol) y byddai'r penderfyniad polisi yn eu cael ar— (a) cyfleoedd i bersonau ddefnyddio'r Gymraeg, a (b) peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.</p> <p>When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on — (a) opportunities for persons to use the Welsh language, and</p>			X

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		(b) treating the Welsh language no less favourably than the English language.			
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Cynllun Gweithredu / Action Plan

Dylai camau gweithredu ddangos camau i'w cymryd i leihau neu, lle bo modd, ddileu unrhyw effaith negyddol ar yr Iaith Gymraeg.

Actions should demonstrate steps to be taken to reduce or where possible, eliminate any negative impact on the Welsh Language.

Gweithredu/ Action	Pwy/ Who	Erbyn Pryd/ By When	Mesur Llwyddiant/ (sut y byddwn ni'n gwybod ein bod wedi cyflawni'r camau gweithredu) Success Measure (how will we know we have achieved the action)
Liaise with Head of Welsh to support the translation of and response to complaints from internal and external stakeholders	Caroline McCarthy	October 2022	All complaints received in Welsh will be investigated and responded to in line with the policy and will be treated no less favourably than complaints submitted in English

Dyddiad Cwblhau Aseu / Assessment Completion Date: 26/9/22