



## Complaints Policy

Swansea College is committed to dealing effectively with complaints. We aim to clarify any issues about which you are not sure. If possible we will put right any mistakes we have made and we will apologise. We aim to learn from mistakes and use that experience to improve what we do.

Our definition of a complaint is 'an expression of dissatisfaction in relation to the college or a member of its staff that requires a response from the college.'

This complaints procedure supports our commitment and is a way of ensuring that anyone with an interest in the college can raise a concern, with confidence that it will be heard and, if well-founded, addressed in an appropriate and timely fashion.

This policy is available on the Teachers Communication Board. This policy is available upon request.

Our college board consists of 3 members;

1. Taha Idris OBE RAfStW
2. Stephen Fouracre - Engineer
3. Shirley Au-Yeung - Chinese in Wales Association

### When to use this procedure

When you have a concern or make a complaint we will usually respond in the way we explain below. Sometimes you might be concerned about matters that are not decided by the college, in which case we will tell you whom to complain to. At other times you may be concerned about matters that are handled by other procedures, in which case we will explain to you how your concern will be dealt with.

If your concern or complaint is about another body as well as the college we will work with them to decide how to handle your concern.

### Have you asked us yet?

If you are approaching us for the first time you should give us a chance to respond. Most concerns can be settled quickly just by speaking to the relevant person in college, without the need to use a formal procedure. If you are not happy with our response then you may make your complaint using the procedure we describe below.

## **What we expect from you**

We believe that all complainants have a right to be heard, understood and respected. But college staff have the same right. We expect you to be polite and courteous. We will not tolerate aggressive, abusive or unreasonable behaviour. We will also not tolerate unreasonable demands or unreasonable persistence or vexatious complaining.

## **Our approach to answering your concern or complaint**

We will consider all your concerns and complaints in an open and fair way.

At all times the college will respect the rights and feelings of all those involved and make every effort to protect confidential information. Timescales for dealing with your concerns or complaints may need to be extended following a discussion with you. We may ask for advice from other bodies where appropriate.

Some types of concern or complaint may raise issues that have to be dealt with in another way (other than this complaints policy), in which case we will explain why this is so, and will tell you what steps will be taken.

Complaints that are made anonymously will be recorded but an investigation will be at the discretion of the college depending on the nature of the complaint.

Where complaints are considered to have been made only to cause harm or offence to individuals or the college, the college will ensure that records are kept of the investigations that are made and what actions are taken, including the reasons for 'no action'.

## **Answering your concern or complaint**

As far as possible, your concern or complaint will be dealt with on a confidential basis. However, there could be occasions when the person dealing with your concern or complaint will need to consider whether anyone else within the college needs to know about your concern or complaint, so as to address it appropriately.

## **Stage A – Formal procedure**

If you have a concern, you can often resolve it quickly by talking to Admin staff. You should raise your concern as soon as you can; normally we would expect you to raise your issue within 10 days of any incident. The longer you leave it the harder it might be for those involved to deal with it effectively.

We will try to let you know what we have done or are doing about your concern normally within 10 college days, but if this is not possible, we will talk to you and agree to a revised timescale with you.

The person overseeing your concern or complaint will keep you informed of the progress being made. This person will also keep a log of the concern for future reference.

## **Stage B – Formal procedure**

In most cases, we would expect that your concern is resolved informally. If you feel that your initial concern has not been dealt with appropriately you should put your complaint in writing to [office@swanseacollege.com](mailto:office@swanseacollege.com), for the attention of the Principal.

We would expect you to aim to do this within five days of receiving a response to your concern as it is in everyone's interest to resolve a complaint as soon as possible.

If your complaint is about the Principal, you should put your complaint in writing to [complaint@swanseacollege.com](mailto:complaint@swanseacollege.com) for the attention of the College Board members.

## **Appeals**

If you are not satisfied with the outcome of the complaint, you can appeal against the decision. To do this, you must write to the Principal within ten working days of the date of the complaint response. You can email [complaints@swanseacollege.com](mailto:complaints@swanseacollege.com) or post us a letter of your appeal to:

The College Board  
Complaints  
Swansea College,  
18 Mansel Street,  
Swansea,  
SA1 5SG

The appeal should outline:

- The grounds for appeal; this should not re-iterate the original complaint but state the reasons why the suggested resolution is not satisfactory.
- Any aspect of the response or action is taken that is considered inadequate.
- The response or action that would be considered appropriate by the complainant.

For the appeal, the School will convene a panel comprising of three (3) members, to include

- 1 member of staff who has not been involved with the cause of the complaint

- 1 member of the management team who has not yet been involved with the complaint
- 1 member from the College Board.

One member of the panel will be assigned as the Chair. The panel will hear from the complainant (and any representatives they wish to bring), any witnesses, and the members of staff involved in the situation(s) that have led to the complaint. The Panel will consider the complaint in light of Swansea College's policies and any relevant legislation where applicable.

The panel may, at their discretion, make some recommendations or suggest some next steps to the management of Swansea College. A copy of the Panel's final report, including any such recommendations or next steps, will be emailed to the complainant within 10 college days of receiving them, along with Swansea College's response, and what Swansea College will do to implement the recommendations or next steps, if appropriate.

Please note the panel's decision is final.

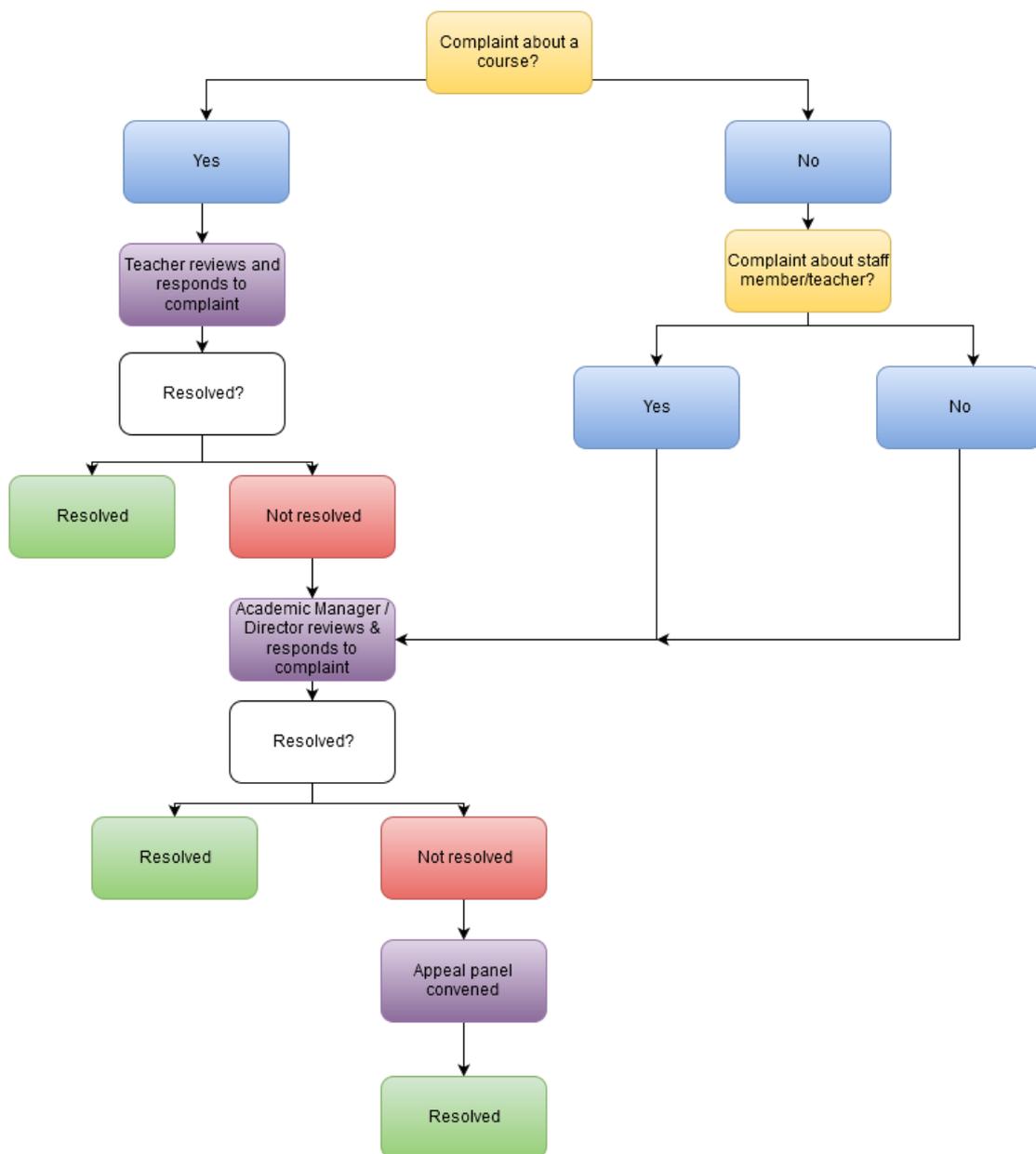
Any member of staff wishing to make a complaint can do so by emailing:

[complaint@swanseacollege.com](mailto:complaint@swanseacollege.com)

## **Our commitment to you**

We will take your concerns and complaints seriously and, where we have made mistakes, will try to learn from them.

Updated November 2022



\*Academic Manager / Director is referred to Principal

The College Board will set up the Appeals panel.

## Appendix 1: Procedure for complaints against the college

Complaint referred for investigation to:	
Date:	
Agreed response date:	

Procedure	
Timescale	
Stages	

### Stage 1: Concern heard by staff member

Concern heard by staff member	
The complaints Coordinator is informed of the outcome	
Issue resolved? (Y/N)	

### Stage 2: Formal Complaint heard by Director

Concerns heard by the Principal	
Write to the person making the complaint with the outcome of the investigation	
Ensure the Complaints Coordinator is informed of the outcome	
Issue resolved? (Y/N)	

### Stage 3: Appeal heard by Panel of 3

Acknowledge receipt of the complaint	
Arrange Panel and hearing	
Invite complainant (and representatives if necessary), witnesses and members of staff involved in the complaint	
The panel makes its decision	
Write to the person making the complaint with the outcome of the investigation	
Ensure the Complaints Coordinator is informed of the outcome	

**Appendix 2: Complaints Form**

Please complete and email or post to the office who will acknowledge receipt and explain what action will be taken.

**Your name:**

**Pupil's name (if relevant):**

**Your relationship to the pupil (if relevant):**

**Address:**

**Postcode:**

**Daytime telephone number:**

**Evening telephone number:**

**Please give concise details of your complaint, including any relevant dates, names of witnesses etc, to allow the matter to be fully investigated**

**What action, if any, have you already taken to try and resolve your complaint?  
(Who did you speak to/write to and what was the response)?**

**What actions do you feel might resolve the problem at this stage?**

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

**Official use**

**Date acknowledgement sent:**

**By whom:**

**Complaint referred to:**

**Date:**