



John Wheatley

Glasgow's Friendliest College.

Commendations and Complaints Procedures

INTRODUCTION

At John Wheatley College we take commendations and complaints very seriously. Complaints are considered to be an extremely useful form of feedback allowing us to ensure that we continue to improve our service in line with the needs of all college services. Commendations confirm the achievement of high standard, which we aim to provide.

PROCEDURES

1. Commendations

- Commendation forms can be obtained from both college administration offices and the college libraries.
- All commendations are registered with the Associate Principal Quality
- The Associate Principal Quality will advise all Schools/Teams and/or individuals referred to in the commendation
- A file will be kept of all commendations and will be regularly reviewed by the Principal and other appropriate senior staff.
- A summary of all commendations will be placed on the agendas of the Academic and General Purposes Committee and the Quality Enhancement Committee as appropriate.

2. Complaints

- Complaint forms can be obtained from both college administration offices and college libraries.
- All complaints are registered with the Associate Principal for Quality.
- The Associate Principal Quality will investigate all complaints, consulting all appropriate parties.
- The complainant will normally be advised of the outcome of the investigation within 10 working days from receipt of the complaint.
- If it is not possible to complete the investigation within 30 working days the complainant will be informed of the likely timescale for a full response.

If the complainant remains dissatisfied, the complaint will be further considered by the Principal. If a complaint is specifically made about a member of the College's Senior Management Team (including the Principal), it should be submitted to the independent Clerk to the College's Board of Management who will investigate the matter and who will seek to respond within the timescales outlined above. If following the Clerk's decision the complainant remains dissatisfied with the outcome, the complaint can be reviewed by a member of the Board of Management's Executive Committee (excluding the Chair and the Vice Chair).

A file will be kept of all complaints and this will be regularly reviewed by the Principal and other appropriate senior staff.



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3. External Review of the College's Complaints' Procedures

If the College's Complaints' Procedure has been exhausted and an individual remains dissatisfied with the College's response they may, in certain circumstances, appeal for a review of its actions to the Scottish Public Services' Ombudsman. Normally a complaint will have had to be referred to the Ombudsman within twelve months of the aggrieved person being aware of the situation about which they are concerned.

The circumstances under which a complaint can be referred to the Ombudsman require there to have been maladministration in respect of the College's actions. Such a situation would include:

- administrative failures in the College;
- the failure of the College to provide a service; and
- a failure in a service provided.

Complaints can only be considered if an individual claims to have suffered an injustice or hardship as a consequence of such failures or maladministration.

In some exceptional circumstances the Ombudsman can also consider complaints:

- which could be taken to a court or to an independent Tribunal (providing proceedings in such fora have not already commenced); and
- made more than 12 months after the date which an individual found out about a matter.

The Office of the Ombudsman can advise when or if these might apply.

The service provided by the Ombudsman is both free and independent.

However, the Office of the Ombudsman is not able to consider the undernoted matters:

- decisions made by the College's Board without maladministration;
- decisions made appropriately by a member of the College's staff (even if the complainant does not agree with the decision);
- personnel issues such as the appointment of staff, pay or discipline;
- most contractual or commercial issues;
- complaints about UK Government departments (such as JobCentre Plus/Benefits Agency or the Immigration Service). These fall within the remit of UK Parliamentary Ombudsman for the Administration.

Details about how to involve the Ombudsman can be obtained from the Office of the Scottish Public Services Ombudsman.

The Ombudsman can be contacted at:



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The Scottish Public Services' Ombudsman
Freepost (EH641)
Edinburgh
EH3 0BR

(using the freepost address means there will be no charge for postage)

Telephone: 0870 011 5378

Text: 0790 049 4372

Fax: 0870 011 5379

Email: enquiries@scottishombudsman.org.uk

Website: www.scottishombudsman.org.uk



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A summary of all complaints and the results of investigations will be placed on the agendas of the General Purposes Committee and the Quality Assurance and Staff Development Committee.

COMP1

| COMPLAINTS FORM | |
|---|-------|
| COMPLAINANT | |
| Name: | |
| Address: | |
| Course: | |
| Nature of Complaint: | |
| Signature: | Date: |
| PLEASE RETURN THIS FORM TO THE ADMINISTRATION OFFICE | |
| Investigation (outline steps taken) | |
| Outcome and action taken: | |
| Signature: | Date: |

COMM1

| COMMENDATION REPORT FORM |
|-----------------------------------|
| Person or Facility to be Praised: |



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| | |
| Nominated By: | |
| Reason for Praise: | |
| Signature: | Date: |
| PLEASE RETURN THIS FORM TO THE ADMINISTRATION OFFICE | |
| Action Taken: | |
| Signature: | Date: |