



The College of  
Animal Welfare

**Complaints Policy and Procedure**  
**2019**

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## **1. COMPLAINTS POLICY**

The College of Animal Welfare is committed to:

- Maintaining a strong client focus and where possible, meeting their requirements
- Continuously improving and working towards the achievement of high standards
- Personal development with a recognition of each individuals' contribution to the College's success
- Teamwork within the College and collaboration with others in sharing ideas and expertise
- Delivering services effectively with due regard to value for money

The College's approach to handling complaints is shared with learners in a range of publications and activities, including our charter, the student handbook, induction and on the virtual learning environment (VLE). Employers are also advised of the complaints policy in the Memorandum of Agreement (MoA). Copies of the policy will also be sent out on request from Student Services or following receipt of a complaint received verbally, in writing or via 'Express a Concern' on our website.

A log of all informal and formal complaints, including the outcome is maintained by the Vice Principal Quality.

## **2. PURPOSE**

The College of Animal Welfare is a diverse organisation engaged in many activities of both an academic and non-academic nature. If a learner, employer or member of the public (our clients) feel dissatisfied with any aspect of their dealings with the College, it is important that there is an appropriate procedure in place to investigate and resolve problems as quickly as possible.

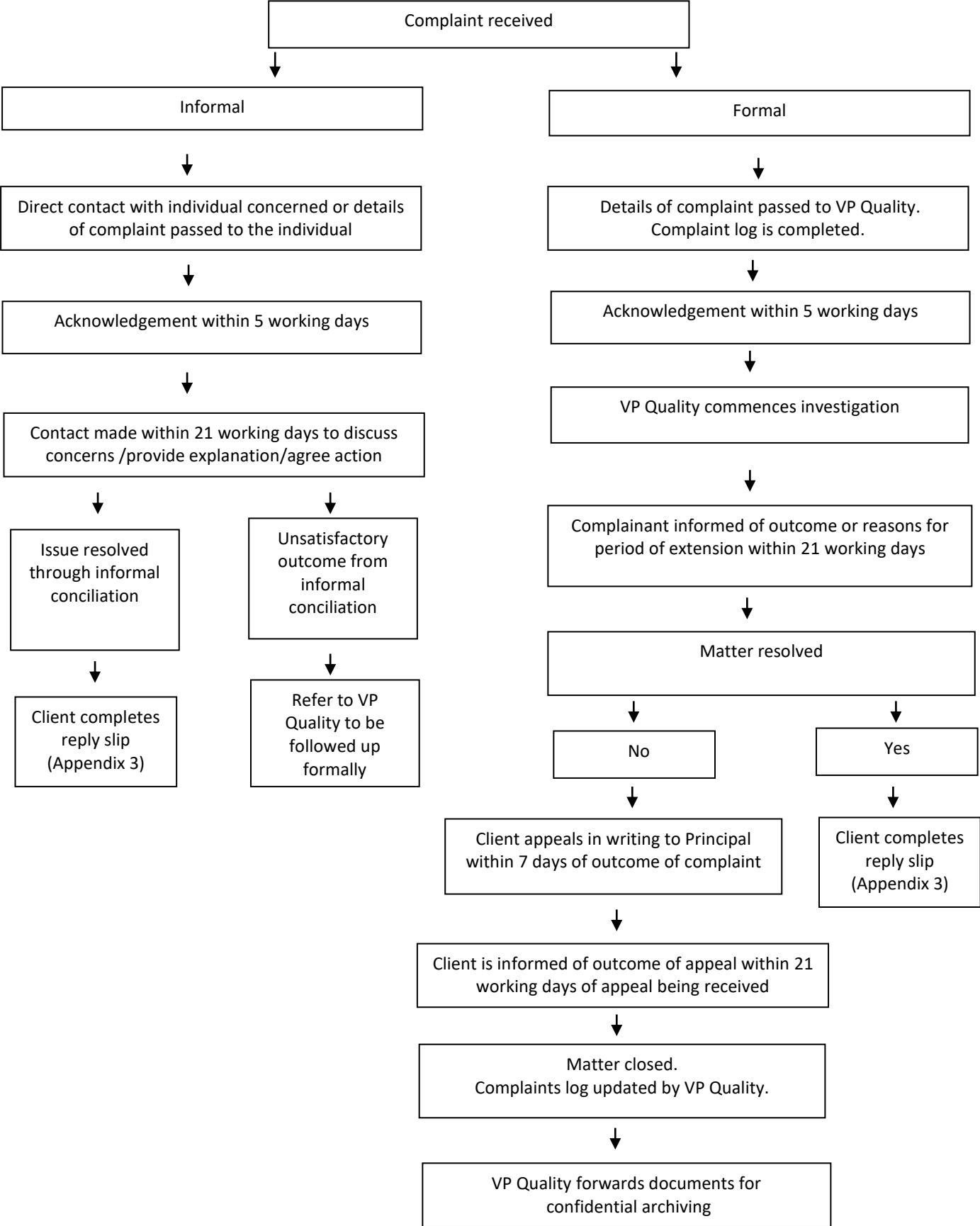
This guide is intended to provide guidance for situations in which clients feel that the treatment they have received is unsatisfactory. Resolving minor problems or areas of concern as they arise will often prevent escalation of the problem, which could then prove more difficult to resolve. We would encourage issues or dissatisfaction to be raised at an early stage so that it can be dealt with as promptly and effectively as possible. Clients will not be disadvantaged as a result of marking a complaint or raising a concern.

## **3. HANDLING COMPLAINTS**

The College approaches complaints in a way that:

- Encourages informal conciliation
- Is fair and efficient
- Treats complaints with appropriate seriousness, sympathy and confidentiality
- Facilitates early resolution
- Allows the College or a particular centre to learn from the experience and improve

**CLIENT COMPLAINTS PROCEDURE**



#### **4. INFORMAL COMPLAINTS PROCEDURE**

Dissatisfaction often arises from misunderstanding; often an explanation of the reason for a particular action or position can resolve matters. Therefore, where possible, a concern should be addressed to the member of staff who is most directly concerned with the issue. If the client feels unable to approach the person who is directly responsible, or if the client feels that the matter has not been satisfactorily resolved, they should raise their concern with either the Vice Principal Quality as a formal complaint.

Informal complaints will be acknowledged by the recipient within 5 working days and the client can expect to receive a response within 21 working days of receipt of the complaint, although this may be a holding letter if a more detailed investigation is required.

Clients will be invited to complete a reply slip confirming that outcome and agreed action taken is satisfactory (appendix 3).

#### **5. FORMAL COMPLAINTS PROCEDURE**

The formal complaints procedure should be used only when other means of resolving the matter are not possible or effective.

If a client is dissatisfied with the outcome of their informal complaint, or does not receive a response within 21 working days, they are entitled to invoke the formal complaints procedure.

##### **5.1 Procedure for formal complaints**

1. The complainant should complete and submit either:
  - A complaints log (Appendix 1) identifying the nature of the complaint and, if appropriate, the individual against whom the complaint is being made. Complaints should be marked Private & Confidential and be addressed to the Vice Principal Quality (see contacts table). Any complaint against an individual should be dealt with in a confidential manner.
  - 'Expressing a concern' via the VLE or website
2. The complaint will be acknowledged within 5 working days of receipt which will include a copy of the complaints policy.
3. The VP Quality will maintain a log of all complaints and provide a termly report to the senior management team.

4. The complaint will be explored which will involve referral to the appropriate person for investigation:
  - Non-academic matters (including TP/Clinical coach/Clinical Tutor) – Vice Principal Student Services
  - Academic matters – Vice Principal of School/Head of School/Programme
  - Staff matters – HR Manager
  - Discrimination – Any of above as appropriate
  - Collaborative Partner’s Vice Principal of relevant School
5. Further information may be sought from the complainant.
6. An outcome will be provided to the complainant within 21 working days. Where a full response cannot be given, a letter will be sent to the complainant outlining the progress in dealing with the complaint and indicating when a response can be expected.
7. If the complainant is satisfied with the College’s explanation or proposed action, the matter will be considered closed.
8. In the absence of the Vice Principal Quality, complaints will be referred to an alternative Vice Principal for investigation.

## **6. APPEALS**

If the complainant is dissatisfied with the explanation or course of action they will have the right to appeal.

1. Appeals must be submitted in writing to the Principal within 7 days of receipt of the outcome of the complaint. In the event of the Principal having been involved with the case, the appeal will be reviewed by the Vice Principal Student Services.
2. The Principal will investigate the appeal. Whereas each of the stages of the policy involves full investigation of the matter, the Principal will only be concerned with two issues:
  - Was the complaints procedure conducted in accordance with the policy, and
  - Was the final decision reasonable and in accordance with the facts of the case
3. The Principal will only take action if they feel that the correct procedures have not been followed or if the outcome does not appear reasonable in the light of the facts of the case.
4. The Principal will confirm the decision in writing within 21 working days. Where a full response cannot be provided at this stage, a letter will be sent to the complainant outlining the progress in dealing with the appeal.
5. When the College’s internal procedures have been concluded the learner will be issued with a Completion of Procedures letter (COP) by the Vice Principal Quality. If dissatisfied with the outcome of the appeal the learner can refer the matter to:

- Office of Independent Adjudicators (OIA) [oiahe.org.uk](http://oiahe.org.uk) (For Higher Education Programmes)
- Education and Skills Funding Agency (ESFA) [Complaints.esfa@education.gov.uk](mailto:Complaints.esfa@education.gov.uk) (For government funded Further Education Programmes)

Please note that complaints must be lodged within 3 months of the College's internal procedure being exhausted.

## 8. CONTACTS

Formal Complaints
<p><b>Vice Principal Quality</b>            Karen Davidson            The College of Animal Welfare            Capitol Park East            Tingley            West Yorkshire            WF3 1DR</p> <p>Email: <a href="mailto:complaints@caw.ac.uk">complaints@caw.ac.uk</a></p>
Appeals against the outcome of complaints
<p><b>Principal</b>            Barbara Cooper            The College of Animal Welfare            Headland House            Chord Business Park            London Road            Godmanchester            Cambridgeshire            PE29 2BQ</p> <p>Email: <a href="mailto:bcooper@caw.ac.uk">bcooper@caw.ac.uk</a></p> <p><b>Vice Principal Student Services</b>            Ruth Franklin            The College of Animal Welfare            Headland House            Chord Business Park            London Road            Godmanchester            Cambridgeshire            PE29 2BQ</p> <p>Email: <a href="mailto:rfranklin@caw.ac.uk">rfranklin@caw.ac.uk</a></p>



<b>TYPE OF COMPLAINT:</b> Please circle or highlight	Formal	Appeal
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Section 1: Complainant Details	Section 2: Area(s) of Complaint	
Name:	Quality of Administrative Service	<input type="checkbox"/>
Address:	Quality of Resources/Facilities	<input type="checkbox"/>
	Quality of Quality Assurance/TP Service	<input type="checkbox"/>
	Quality of Information, Advice & Guidance	<input type="checkbox"/>
Telephone:	Quality of Teaching	<input type="checkbox"/>
Email address:		
Programme (if applicable):	Other (Please specify):	
Has Stage 1 of the College Complaint Policy (Informal Complaint Resolution) been used in this case?		Yes No
If so, were you dissatisfied with the outcome/explanation?		Yes No
Section 3: Details of Complaint/Appeal (please be as specific as possible)		

Large empty rectangular box for signature and date.

**Signed:**

**Date:**

**RESPONSE TO COMPLAINT**

Formal

Appeal against outcome

<b>Section 1: Complainant Details</b>	<b>Section 2: Area(s) of Complaint</b>	
Name:	Quality of Administrative Service	<input type="checkbox"/>
Address:	Quality of Resources/Facilities	<input type="checkbox"/>
	Quality of Quality Assurance/TP Service	<input type="checkbox"/>
Telephone:	Quality of Information, Advice & Guidance	<input type="checkbox"/>
Programme (if applicable)	Quality of Teaching	<input type="checkbox"/>
Has stage 1 of the College Complaint Policy (Informal Complaint Resolution) been adopted in this case? Yes/No	Other (Please specify):	
<b>Section 3: Details of Action Taken (please be specific)</b>		
Action Taken	Who	When
<b>Signed:</b>		<b>Date:</b>

**CLIENT RESPONSE TO ACTION TAKEN**

Name:			
Address:			
Date of Complaint:			
Complaint resolved in full	<input type="checkbox"/>		
Complaint partially resolved	<input type="checkbox"/>		
Further explanation required	<input type="checkbox"/>		
Please give details:			
Signature:		Date:	