



Prifysgol Cymru  
University of Wales

## Complaints and the Welsh Language Scheme

### *Document Status Details*

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| Title               | Complaints and the Welsh Language Scheme |
| Status              | Approved                                 |
| Version History     | 1  |
| Classification      | Unclassified                             |
| Date                | 24 March 2016                            |
| Author              | Finance and Resources                    |
| Implementation date | 24 June 2013                             |
| Review date         | 24 March 2017                            |

## **Aim of the Policy**

The University of Wales recognises that sometimes things go wrong, and therefore its complaints procedure is designed to ensure that when there is a problem, everything possible is done to resolve it speedily and effectively.

A complaint can be defined as a situation where a member of the public, or a group, is not satisfied with the standard of a service, or the action or lack of action by the University of Wales or a member of staff. In the context of the Welsh Language Scheme, complaints can be defined further in two ways:

- complaints made through the medium of Welsh that concern a specific service area, and
- complaints in either language, concerning the implementation of the Welsh Language Scheme itself, under Section 18 of the Welsh Language Act 1993.

All complaints from the public will be dealt with in accordance with this Complaints Procedure.

## **University of Wales Complaints Process.**

All complaints must be made in writing and sent to the Finance and Resources Directorate, addressed to the Compliance and Secretariat Manager, or email [compliance@wales.ac.uk](mailto:compliance@wales.ac.uk)

The Compliance and Secretariat Manager will acknowledge receipt of the complaint within 5 working days. This acknowledgment will depend on how the complaint was received or depending on the wishes of the complainant.

A Senior Officer, who has had no previous involvement with the complaint, will be appointed to investigate and to provide a full response within 20 working days.

If a complaint is complex and that a reply within 20 working days is not feasible, a written reply will be sent within the same timescale, giving an indication of progress and the likely date for a full reply.

If a member of the public is dissatisfied with the University's response they may ask for a review of the decision. A request for a review should be made within 4 weeks of receiving the response to a complaint.

Such a request will be acknowledged within 5 working days.

The Director of Finance and Resources will re-examine the circumstances of the complaint and the response made to it within 20 working days. The Director of Finance and Resources should be able to prepare a final response, informing the complainant of the outcome of the review and including all the relevant information. If not, the Director of Finance and Resources will inform the complainant of progress and when the final outcome is likely to be achieved.

At every stage the complainant must be informed that if they are dissatisfied with the outcome of their complaint then they can write to the Welsh Language Commissioner at:

Market Chambers  
5 – 7 St Marys Street  
Cardiff  
CF10 1AT

All complaints will be monitored and reported to the Senior Management Group.