Gweithiau Cwynion

Complaints Procedures

# Complaints Procedure

## CSTLC Carmarthen – Secondary PRU

**Reviewed: June 2025  
Next Review: June 2026  
Centre Manager: Elisabeth Griffiths**

### 1. Introduction

CSTLC Carmarthen is committed to working in partnership with pupils, parents, carers, and the wider community. We aim to provide high-quality education and support, and we welcome feedback to help us improve. This procedure outlines how complaints will be handled fairly, promptly, and transparently.

### 2. Scope

This procedure applies to complaints about:  
- The conduct of staff or pupils  
- The quality of education or support provided  
- Decisions made by the centre  
- Any aspect of the centre’s operations  
  
It does not cover:  
- Child protection concerns (which follow safeguarding procedures)  
- Appeals against exclusions (which follow local authority procedures)  
- Complaints already subject to legal proceedings

### 3. Guiding Principles

Complaints will be taken seriously and handled with respect and confidentiality.  
Complainants will not be penalised for raising concerns.  
We aim to resolve complaints informally wherever possible.  
All complaints will be recorded and monitored for improvement.

### 4. Informal Stage

Most concerns can be resolved quickly through informal discussion. Complainants are encouraged to:  
- Speak to the relevant member of staff  
- Contact the Centre Manager if the issue is not resolved  
  
Staff will aim to respond within 5 working days.

### 5. Formal Stage

If the issue remains unresolved, a formal complaint can be made in writing to the Centre Manager. The complaint should include:  
- A clear description of the concern  
- What has been done to resolve it so far  
- What outcome is being sought  
  
The Centre Manager will:  
- Acknowledge receipt within 5 working days  
- Investigate the complaint, which may include meetings with relevant parties  
- Provide a written response within 15 working days

### 6. Appeal Stage

If the complainant is not satisfied with the outcome, they may appeal to the Management Committee. The appeal must be submitted in writing within 10 working days of receiving the formal response.  
  
The Management Committee will:  
- Convene a panel to review the complaint  
- Consider all evidence and meet with the complainant if necessary  
- Provide a final written response within 20 working days

### 7. Further Action

If the complainant remains dissatisfied, they may contact:  
- Carmarthenshire Local Authority  
- Welsh Government  
- Public Services Ombudsman for Wales

### 8. Monitoring and Review

All complaints are logged and reviewed annually to identify patterns and inform improvements. This procedure is reviewed annually and updated as needed.