

NPTC Group Policy On Dealing With Complaints

(in accordance with the Welsh Language Standards 164, 170 and 176)

This Appendix to the College's general Complaints Policy also forms Appendix iv of the revised 'NPTC Group Welsh Language Policy' and relates to complaints regarding the Welsh Language Standards imposed on the College under the Section 44 Welsh Language (Wales) Measure 2011 Compliance Notice.

Dealing with Complaints

Complaints relating to the Welsh Language Standards, with which the College has to comply, will be dealt with in the same way as any other complaint by using the College's complaints procedure. In the first instance, any complaint should be directed to the Senior Officer Customer Service and Compliance, complaints@nptcgroup.ac.uk.

If the complaint is specific to the Welsh language, the Director of Bilingualism will be alerted and involved at this point to ensure compliance with Welsh Language Standards 155, 156, 164, 170 and 176.

The Welsh Language Standards which the College has to comply with in relation to complaints are:

1. Standard 155: we must keep a copy of any written complaint that we receive that relates to our compliance with the standards with which we are under a duty to comply.
2. Standard 156: we must keep a copy of any written complaint that we receive that relates to the Welsh language (whether or not that complaint relates to the standards with which we are under a duty to comply).
3. Standard 164: we must;
 - (a) ensure that we have a complaints procedure that deals with the following matters—
 - (i) how we intend to deal with complaints relating to our compliance with the service delivery standards with which we are under a duty to comply, and
 - (ii) how we will provide training for our staff in relation to dealing with those complaints.
 - (b) publish a document that records that procedure on our website, and
 - (c) ensure that a copy of that document is available in each of our offices that are open to the public.
4. Standard 170: we must;
 - (a) ensure that we have a complaints procedure that deals with the following matters—
 - (i) how we intend to deal with complaints relating to our compliance with the policy making standards with which we are under a duty to comply, and
 - (ii) how we will provide training for our staff in relation to dealing with those complaints.
 - (b) publish a document that records that procedure on our website, and
 - (c) ensure that a copy of that document is available in each of our offices that are open to the public.

5. Standard 176: we must;

(a) ensure that we have a complaints procedure that deals with the following matters—

- (i) how we intend to deal with complaints relating to our compliance with the operational standards with which we are under a duty to comply, and
- (ii) how we will provide training for our staff in relation to dealing with those complaints, and

(b) publish a document that records that procedure on our intranet.

Training for Staff in dealing with Complaints relating to the Welsh Language

From 2021-22, the College will introduce mandatory online training in the form of a practical interactive 60-minute online e-learning course designed to enable all staff to understand their key rights and responsibilities under the Welsh Language Measure, 2011, including dealing with complaints.

The training will be integral to the induction of all new staff and compulsory for all current staff every three years.

Standards with which the College has to comply.

An appropriate person is appointed to review a complaint and discuss the issues with the appropriate parties under Stage 1 of the Complaints Procedure (Frontline Resolution) or the Senior Officer: Customer Service and Compliance to investigate under Stage 2 of the Complaints Procedure (Investigation).

Appropriate persons will receive annual update training on dealing with complaints relating to the Welsh Language Standards with which the College has to comply.