

Complaint and Grievance Procedures for Citas College Learners and Other External Stakeholders

COMPLAINT AND GRIEVANCE PROCEDURES

Should anyone wish to make a complaint about any treatment that they have received while at Citas College, please follow the procedure outlined below:

WHAT IS A COMPLAINT?

A complaint may relate to

- the nature of a decision or action regarding Citas College
- the specific implementation of a decision or action which, it is claimed, is not carried out in accordance with the rules, practice or policy of the organisation
- the generally accepted principles of equity and good administrative practice
- a complainant believing that (s) he was dealt with in a discourteous, impolite, abrupt or curt manner.

Some complaints arise from a breakdown in communications and usually these complaints are quickly resolved when the facts, evidence or circumstances have been established. It is important that Citas College operates a fair system that gives people the opportunity to make complaints to the organisation, and that these complaints are dealt with responsibly and effectively.

IF A COMPLAINT ARISES

If you have a complaint, please let the teachers, Academic Support Team or Administration team know. If your problem is not resolved please report it to the College Director, Jane Langley, email: jane@citas.ie.

REGISTERING A FORMAL COMPLAINT

If the problem persists, please follow the procedure outlined below:

- Each formal complaint should be referred to the College Director. The complainant should submit the complaint in writing.
- The Director will register the complaint and acknowledge receipt in writing within five working days.
- All complaints will be dealt with discreetly, subject to the need to investigate the facts involved.
- The complainant should be assured in every case that the complaint is being taken seriously and that they are being treated properly, fairly and impartially.

CITAS COLLEGE RESPONSE TO A COMPLAINT

A written report on the subject of the complaint will be requested from the relevant staff member(s).

The Director may also, if appropriate, request a report in relation to the complaint from other Citas staff members

Where appropriate the Director may discuss a complaint with relevant staff members.

The Director will issue a full response to a complainant no later than 28 days after receipt of a complaint, or within a reasonable longer period in a complicated case.

Where it is not possible to meet the target of 28 days, the Director will issue interim letters at least every 28 days, updating the complainant on progress. The college endeavours to provide a solution to all reasonable complaints within a period of three months.

Management and relevant staff will be informed of the outcome of a complaint.

If you wish to make a complaint about the Director, this should be made to the Academic Officer.

MAKING A COMPLAINT

If you would like to make a complaint regarding any issue involving CITAS COLLEGE, please contact:

**The College Director, Jane Langley
CITAS COLLEGE DUBLIN
The Millhouse
The Steelworks
Foley Street
Dublin 1
jane@citas.ie**

Complaint Form

Part A- about you (the complainant)

Name	
Address	
Contact Number	
Email Address	
Course	

Part B- Your complaint

Please describe your complaint in as much detail as possible, including what happened, when it happened, and, if appropriate, who was involved.

Part C- Further information

Informal resolution- Have you tried to settle your complaint informally? If so, please describe what happened, including dates and people involved.

Supporting evidence

Please provide copies of any documents that might help us investigate your complaint. If you cannot do this, please tell us about any sources of evidence or names of potential witnesses and how they can be obtained/contacted.

What outcome are you seeking?

Signature _____

Date _____

Please post to the College or hand in to the Academic Manager or College Director