



**Dumfries and
Galloway College**

One step ahead

COMPLAINTS HANDLING PROCEDURE – SUPPORTING LINKS

Responsibility: Performance Manager

Issue Date: April 2021

Equality Impact Assessment: 5th February 2021

Version: 1

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Complaints Handling Procedure

1. Purpose

The purpose of this procedure is to detail Dumfries and Galloway College’s complaints handling procedure and the documentation links supporting.

2. Scope

This procedure is to be implemented at all College sites and applies to all staff with a responsibility for complaints handling.

3. References

Associated Documentation

College Forms

Complaint Form

Complaint Investigation Plan

College Reference Documents

[Complaints Handling Procedure Unacceptable Actions Statement](#)

Related information

[SPSO Statement of Complaints Handling Principles](#)

[SPSO Decision Making Tool for Complaint Investigators](#)

[SPSO Letter template for explaining when the CHP does not apply](#)

[SPSO How to make a good apology](#)

[SPSO Template Decision Letter](#)

[SPSO Good practice guidance: Alternative complaint resolution approaches](#)

[SPSO Handling complaints: A quick guide to communication](#)

[SPSO Phrase cards for telephone conversations with complainants](#)

[SPSO Complaints Handling Practice Guide – Dealing with problem behaviour](#)

[SPSO Learning note template](#)

[SPSO Assess the need for change](#)

[SPSO Determine the fix required](#)

4. Definitions

CHP	Complaints Handling Procedure
SPSO	Scottish Public Services Ombudsmen

5. Procedure

The structure of the Complaints Handling Procedure (CHP) explains to staff how to handle complaints. The CHP consists of:

Part 1 – Overview and Structure

Part 2 – When to use this procedure (guidance on identifying what is and what is not a complaint, handling complex or unusual complaint circumstances, the interaction of complaints and other processes and what to do if the CHP does not apply)

Part 3 – The Complaints Handling Process (guidance on handling a complaint through Stages 1 and 2, and dealing with post-closure contact)

Part 4 – Governance of the Procedure (staff roles and responsibilities and guidance on recording, reporting, publicising and learning from complaints)

Part 5 – The customer-facing CHP (information for customers on how we handle complaints)

Please click on the links above and you will be directed to the part of the procedure you wish to view.

When using the CHP, please also refer to the Related Information from the SPSP (hyperlinks on Page 1 or via www.spsso.org.uk).

6. Distribution

All Staff
Repository

Revision Log		
Date	Section	Description
February 2021	Whole procedure	Major review based on revised SPSP Model Handling Procedure
February 2021	All	Core text standardised
February 2021	All	CHP is represented in 5 parts

February 2021	Part 3	Resolve complaints by agreeing action with customer without deciding to uphold/not
February 2021	Part 3 & 5	Organisations must agree points of complaint and action sought
February 2021	Part 3,4 & 5	6-month time frame when moving to stage 2 from 1
February 2021	Part 3,4 & 5	Organisations must share response with any staff members complained about
February 2021	All	Support equal access
February 2021	All	Must respond to social media
February 2021	All	MSP/MP complaints to follow CHP
February 2021	All	Report & publish complaint statistics
April 2021	Section 6. Distribution	Quality Manual changed to Repository

THIS FORM TO BE UPDATED WHENEVER THERE IS A CHANGE IN ANY SYSTEM DOCUMENT				
Document Name	Document Owner	Revision Number	Date of Issue	Date of Withdraw
Complaints Handling Procedure	Performance Manager	1	April 2021	