

Appendix 1 - GwE Concerns and Complaints Handling Procedure

GwE Joint Committee 22/09/2021



GwE Concerns and Complaints Handling Procedure

GwE is committed to dealing with any concerns or complaints regarding the service in a prompt and transparent manner according to the policies and protocols of Gwynedd Council as the host authority or, where appropriate, the policies of individual authorities.

In the first instance, the aim is to deal with complaints informally and find a fair, coherent, consistent and impartial solution. Where this is not possible, a process of making a formal complaint can be pursued.

The different types of possible complaints and protocols for dealing with them are outlined below.

Type of complaint	Policy and protocol followed
General complaint about GwE's service from a member of the public	Gwynedd Council Concerns and Complaints Policy (Appendix 1)
Complaint from a member of GwE staff about working conditions, conduct of a colleague.	Gwynedd Council complaints procedure (Appendix 2)
Complaint from a school/individuals within a school about GwE's service	Respective authority's procedure and policy for dealing with complaints (Appendix 3)
Dissatisfaction from a Local Authority about an aspect of GwE's service	Follow Inter-Authority Agreement Arrangements

GWYNEDD COUNCIL CONCERNS AND COMPLAINTS POLICY

Link: [GWYNEDD COUNCIL CONCERNS AND COMPLAINTS POLICY](#)

CORPORATE SUPPORT DEPARTMENT



8.2 COMPLAINTS PROCEDURE

If there is a complaint regarding the work, (apart from complaints relating to salary for which there is a separate procedure), the complaint can be lodged using the following procedure:

1. The Head of Department should be contacted as they, in most instances, are best placed to discuss the complaint.
2. The member of staff can discuss the issue themselves, or ask a representative as defined in paragraph 10 of the Employment Relations Act 1999* to discuss on their behalf or with them.
3. Should the matter want to be discussed further after meeting with the Head of Department, the representative should be contacted and instruction sought, and the issue can be discussed further with the Head of Department, if necessary. If there is still dissatisfaction, the complaint can be presented in writing (by the member of staff or their representative).
4. The Head of Department or Senior Officer nominated by them will consider the complaint.
5. The complaint will be discussed with the member of staff and representative, if necessary, and the authority will reply in writing within 14 days.
6. Should the member of staff remain dissatisfied with the response received, there will be an opportunity for conciliation with the Head of Department and Representative from the Corporate Support Department and the Employee's Representative.
7. If there is still dissatisfaction regarding the issue, a letter can be written to the Head of the Corporate Support Department who will direct the issue to the Local Appeals Panel within ten working days of receiving the request.
8. The appeal will be heard by the Employment Appeals Committee.
9. The relevant Union will receive a copy, for information purposes, of the decision made by every Employment Appeal Committee and it will be open for the employee to bring any such policy or principles arising from any case to the attention of the Local Joint Committee.

In cases claimed as being urgent, every effort will be made to ensure that the implementation of the above procedure is undertaken as soon as possible.

* *Definition of representative from the Employment Relations Act 1999:*

(a) an officer employed by a trade union in accordance with sections 1 and 119 of the Trade Union and Labour Relations (Consolidation) Act 1992,

(b) a trade union officer with written certification from the union to testify that the officer is experienced or trained in representing employees in disciplinary hearings or complaints.

(c) another employee of the employer

Summary of stages in a complaint from a school/individuals within a school about GwE's service
Stage 1
<ul style="list-style-type: none"> • Informal discussion between the school and GwE officer aiming for a prompt and acceptable resolution
Stage 2 If the above is unsuccessful, school to present a complaint to the respective Education Authority e.g. Gwynedd, Anglesey, Conwy, Denbighshire, Flintshire, Wrexham
<ul style="list-style-type: none"> • School head to write to the Head of Education outlining the complaint • Discussion between the Head teacher and Head of Education to obtain a clear understanding of the complaint and the school's desired solution • Individual Education Authority to deal with the matter in accordance with the respective Authority's relevant policy as appropriate to the circumstances • The Head of Education will decide whether or not the complaint should be presented to GwE
Stage 3
<ul style="list-style-type: none"> • Head of Education to present the complaint to the Managing Director of GwE • GwE Managing Director to arrange an investigation • Written response from GwE to the Authority, approved by the Managing Director