

Medr

Y Comisiwn Addysg Drydyddol ac Ymchwil
Commission for Tertiary Education and Research

Complaints policy

March 2026

Mae'r ddogfen hon hefyd ar gael yn y Gymraeg |
This document is also available in Welsh
www.medr.cymru



Noddir gan
Lywodraeth Cymru
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Welsh Government

Our commitment

We set high standards for ourselves to be the best we can be, this includes ensuring that we deliver good quality services for all of our partners and stakeholders, treating the Welsh and English language equally. Sometimes we might not meet our aspirations but we are committed to learn where we don't.

Part of that learning comes from working with those who are dissatisfied or concerned with services we provide. On these occasions that a member of the public or an organisation are dissatisfied and concerned and want to complain about our services, we are committed to dealing with those complaints effectively.

If possible, we'll put right any mistakes we may have made. We will provide any service you're entitled to which we have failed to deliver. If we did something wrong, we'll apologise and, where possible, try to put things right for you.

When to use this policy

This policy applies to any concerns or complaints about our services, including those relating to the services we provide in the Welsh language and our adherence to [Welsh Language Standards](#).

When you express your concerns or complain to us, we will usually respond in the way we explain below

This policy does not apply to Freedom of Information or data access issues.

In these circumstances, you should contact foi@medr.cymru or info@medr.cymru clarifying the nature of your concern or complaint.

This policy does not apply to allegations of financial irregularity or impropriety, mismanagement, waste or fraud, or complaints about issues affecting quality and standards, in the [tertiary education providers that Medr regulates and funds](#).

If a complaint relates to our Chair then those complaints must be directed to the HR Director at the Welsh Government via the Complaints Unit (Complaints@gov.wales), in the first instance, who will consider the next steps. Any such complaints must take account of the [Welsh Government's published process](#).

We can advise on the type and scope of complaints we can consider.

What is a complaint

A complaint is:

- An expression of dissatisfaction or concern.
- Written or spoken or made by any other communication method.

- Made by one or more members of the public (someone in receipt of, or denied a service).
- About a lack of action, or the standard of the service provided by Medr which requires a response

The complaint may relate to a particular action or non-action of Medr or the level of service provided by Medr or a person / organisation delivering a service on behalf of Medr.

This policy is separate to our whistleblowing, and grievance procedures.

Principles

Our policy and the steps we take to respond to complaints are aligned to established principles of good complaint handling.

- Complainant focused,
- Simple and Accessible,
- Fair and objective,
- Timely and effective,
- Accountable,
- Committed to improvement.

How to express concern or complain

You can express your concern in any of the following ways:

- Ask for a copy of our form from the person with whom you are already in contact. Tell them that you want us to deal with your concern formally.
- Email us at: info@medr.cymru
- Write to us at:
Medr
2 Capital Quarter
Tyndall Street
Cardiff
CF10 4BZ

You may submit your complaint in Welsh or English. Submitting your complaint in Welsh will not lead to delays.

This policy and complaint form are published in Welsh and in English, and available in alternative formats on request.

Dealing with your complaints.

We have two stages to our complaints process which will be dealt with in line with the principles for complaints handling and our values as an organisation.

Stage one is an informal resolution, which all complainants should seek to take first. Stage two is a formal investigation process.

Stage One - Informal resolution

If possible, we believe it's best to deal with things straight away. If you have a concern, please raise it with the person you're dealing with. They will try to resolve it for you there and then or they will liaise with colleagues that can.

For example, if your complaint relates to adherence to Welsh Language Standards our Welsh language officer will support our response.

If there are any lessons to learn from addressing your concern, the member of staff will draw them to our attention. If the member of staff can't help, they will explain why and you can then ask for a formal investigation.

Stage Two - Formal investigation

- We will formally acknowledge your concern within five working days and let you know how we intend to deal with it.
- We will ask you to tell us how you would like us to communicate with you and establish whether you have any particular requirements – for example, if you need documents in large type.
- We will deal with your concern in an open and honest way, looking to understand your complaint and clarify any issues you may be unsure about.
- We will make sure that your dealings with us in the future do not suffer just because you have expressed a concern or made a complaint.

Normally, we will only be able to look at your concerns if you tell us about them within six months. This is because it's better to look into your concerns while the issues are still fresh in everyone's mind.

We may exceptionally be able to look at concerns which are brought to our attention later than this. However, you will have to explain why you have not been able to bring it to our attention earlier and we will need to have sufficient information about the issue to allow us to consider it properly. In any event, we will not consider any concerns about matters that took place more than three years ago.

If you're expressing a concern on behalf of somebody else, we'll need their agreement to you acting on their behalf.

What if there is more than one body involved?

If your complaint covers more than one body (for example, Welsh Government) we will usually work with them to decide who should take the lead in dealing with your concerns. You will then be given the name of the person responsible for communicating with you while we consider your complaint.

If the complaint is about a body we have sub-contracted, you may wish to raise the matter informally with them first. However, if you want to express your concern or complaint formally, we will look into this ourselves and respond to you.

Investigation

We will tell you who we have asked to look into your concern or complaint. If your concern is straightforward, we'll usually ask somebody from the relevant service area to look into it and respond to you. If it is more serious, we may use someone from elsewhere in the organisation or, in certain cases, we may appoint an independent investigator.

We will set out our understanding of your concerns and ask you to confirm that we have understood these correctly. We'll also ask you to tell us what outcome you're hoping for.

The person looking at your complaint will usually need to see the files we hold relevant to your complaint. If you don't want this to happen, it's important that you tell us, but this may impact on our investigation.

If there is a simple solution to your problem, we may ask you if you're happy to accept this. For example, where you asked for a service and we see straight away that you should have had it, we will offer to provide the service rather than investigate and produce a report.

We will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 20 working days. If your complaint is more complex, we will:

- Let you know within this time why we think it may take longer to investigate.
- Tell you how long we expect it to take.
- Let you know where we have reached with the investigation, and
- Give you regular updates, including telling you whether any developments might change our original estimate.

The person who is investigating your concerns will firstly aim to establish the facts. The extent of the investigation will depend upon how complex and how serious the issues you have raised are. In complex cases, we will draw up an investigation plan.

In some instances, we may ask to meet with you to discuss your concerns. Occasionally, we might suggest mediation or another method to try to resolve disputes.

We'll look at relevant evidence. This could include information you have provided, our case files, notes of conversations, letters, emails or whatever may be relevant to your particular

concern. If necessary, we'll talk to the staff or others involved and look at our policies, any legal entitlement and guidance.

Outcome

If we formally investigate your complaint, we will let you know what we find. If necessary, we will produce a report. We'll explain how and why we came to our conclusions.

If we find that we made a mistake, we'll tell you what happened and why.

If we find there is a fault in our systems or the way we do things, we'll tell you what it is and how we plan to change things to stop it happening again.

If we make a mistake, we will always apologise for it.

Putting Things Right

If we didn't provide you with a service you should have had, we'll aim to provide it now, if that's possible. If we didn't do something well, we'll aim to put it right. If you have lost out as a result of a mistake on our part, we'll try to put you back in the position you would have been in if we'd done things properly.

The Public Services Ombudsman for Wales

If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales. The Ombudsman is independent of all government bodies and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining:

- Have been treated unfairly or received a bad service through some failure on the part of the service provider.
- Have been disadvantaged personally by a service failure or have been treated unfairly.

The Ombudsman normally expects you to bring your concerns to our attention first and to give us a chance to put things right.

You can contact the Ombudsman by:

- Phone: 0300 790 0203
- Email: ask@ombudsman.wales
- The website: www.ombudsman.wales
- Writing to:
Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae

Pencoed
CF35 5LJ

Welsh Language Commissioner

If we do not succeed in resolving complaints relating to compliance with Welsh Language Standards, you may refer the complaints to the Welsh Language Commissioner's office.

The Welsh Language Commissioner normally expects you to bring your concerns to our attention first and to give us a chance to put things right.

You can contact the Commissioner's Officer by:

- Phone: 0345 6033 221
(open between 10:00-12:30 and 13:30- 16:00 Monday to Friday)
- Email: post@cyg-wlc.wales
- The website: <https://www.welshlanguagecommissioner.wales/contact-us>
- Writing to:

Welsh Language Commissioner's Office
Caernarfon Office
Unit 2, Block C
Victoria Dock
Caernarfon
LL55 1TH

There are also other organisations that consider complaints. We can advise you about other such organisations.

Learning lessons

We take your concerns and complaints seriously and try to learn from any mistakes we've made. Our senior management team considers a summary of all complaints quarterly and is made aware of all serious complaints. These are then also reported to our People and Culture Committee on a quarterly basis, giving scrutiny to specific or system issues identified and the actions we have identified in response to those issues. Our Board also considers our response to complaints at least once a year, taking advice from the People and Culture Committee. We will share anonymized summary information on complaints received and complaints outcomes with the Public Ombudsman for Wales and the Welsh Language Commissioner as part of our commitment to accountability and learning from complaints.

Where there is a need for significant change, we will develop an action plan setting out what we will do, who will do it and when we plan to do it. We will let you know when changes we've promised have been made.

What if you need help?

Our staff will aim to help you make your concerns known to us. If you need extra assistance, we will try to put you in touch with someone who can help. You may wish to refer to the list of advice and advocacy bodies that may be able to help you when making your complaint as published on the [Public Ombudsman for Wales](#).

What we expect from you

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a concern or a complaint. We do not view behaviour as unacceptable just because someone is forceful or determined.

We believe that all complainants have the right to be heard, understood and respected. However, we also consider that our staff have the same rights. We therefore expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.

Appendix A

Complaint form

Please Note: The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in Section B.

A: Your details

Surname:	
Forename(s):	
Address and postcode:	
Your email address:	
Daytime contact phone number:	
Preferred language:	<input type="checkbox"/> English <input type="checkbox"/> Welsh
Please state how you would prefer us to contact you:	<input type="checkbox"/> Email <input type="checkbox"/> Telephone <input type="checkbox"/> Post

Your requirements: if our usual way of dealing with complaints makes it difficult for you to use our service - for example, if English or Welsh is not your first language, or you need to engage with us in a particular way - please tell us so that we can discuss how we might help you.

B: Making a complaint on behalf of someone else: Their details:

Please note: We have to be satisfied that you have the authority to act on behalf of the person who has experienced the problem.

Their name in full	
Address and postcode:	

What is your relationship to them?	
Why are you making a complaint on their behalf?	

C: About your concern/complaint
(Please continue your answers to the following questions on a separate sheet(s) if necessary)

C.1 Name of the department/section/service you are complaining about:			
C.2 Is your complaint about a matter related to the Welsh language standards?			
If yes:			
Category	Standard (note if known)	Yes	No
Service delivery standards		<input type="checkbox"/>	<input type="checkbox"/>
Policy making standards		<input type="checkbox"/>	<input type="checkbox"/>
Operational standards		<input type="checkbox"/>	<input type="checkbox"/>
C.3 What do you think they did wrong, or failed to do?			
C.4 Describe how you personally have suffered or have been affected:			
C.5 What do you think should be done to put things right?			

C.6 When did you first become aware of the problem?			
C.7 Have you already put your concern to the frontline staff responsible for delivering the service? If so, please give brief details of how and when you did so:			
C.8 If it is more than six months since you first became aware of the problem, please say why you have not complained before now:			
If you have any documents to support your concern/complaint, please attach them with this form.			
Signature		Date	

When you have completed this form, please send it to:

info@medr.cymru

or

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 2 Capital Quarter
 Tyndall Street
 Cardiff
 CF10 4BZ

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