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Careers and
Employability

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Careers and Employability Service Complaints Procedure

We value your feedback as it helps us to see where our services can be improved. You may be helping us to deal with something we have overlooked, or not necessarily seen from your point of view. No matter how small or trivial you may think your comment is, please let us know.

The Steps

Discuss.

Talk the matter through with a professional member of the Careers and Employability team – they will listen and take details from you and help to put things right. A conversation may be all that it needs, but please ask if you prefer to speak to someone else if the complaint is about a particular individual or incident. Please also ask if you would like to discuss this matter in private as we have a confidential room we can use. We need to know what you would like us to do about the complaint.

Complete.

By completing a 'Have Your Say' form you can give us ideas, general comments or even compliments. We will not be able to investigate an anonymous complaint, although we will consider the issue and see if there are changes, we can make to our services.

Investigate.

Once we have received a complaint, it will be investigated fully by the Careers and Employability Manager. Please leave your contactable email address. Your complaint will be acknowledged within five working days of receiving.

Resolve.

Your comments will be listened to and responded to, they will support the development of the Service for you and other users, this will be done in line with the University Values and Vision and within the parameters detailed in our Careers and Employability Service Handbook. If for any reason you are still not satisfied with our response, and wish to take your complaint further, you may refer to the Students Complaints Procedure

**We operate under the following University
Policies and Procedures**

**EQUALITY, DIVERSITY & INCLUSION POLICY FOR
STAFF AND STUDENTS**

**SEXUAL MISCONDUCT AND VIOLENCE POLICY
AND PROCEDURE: STUDENTS AND STAFF**

DISCIPLINARY PROCEDURE FOR STUDENTS

THIRD PARTY COMPLAINTS PROCEDURE

**We are also committed to the values of the
Association of Graduate Careers Advisory
Services (AGCAS) Code of Ethics**



**Prifysgol Wreccsam
Wrexham University**