

adult learning and skills service

## Complaints Procedure

SEPTEMBER 2020

### Complaints are important.

We are committed to providing a high-quality service to local people. We believe we succeed most of the time. But there may be times when things go wrong and you feel dissatisfied. When this happens, we want to hear about it so that we can explain things and put them right.

Our complaints procedure aims to:

- make it easy for you to make a complaint;
- make sure you get a quick response;
- give you the right to a second opinion;
- keep you informed of our progress in dealing with your complaint.

We recognise that everyone has a right to make a complaint and we can learn valuable lessons from them. Your complaint may well improve things for everyone.

### How to make a complaint

Our complaints procedure has three stages:

**Stage 1:** You can make a complaint in writing or in person. The first step is to contact a manager. Any member of staff will be willing to give you a manager's name and contact details. Tell them the problem and they will try and sort it out. In many cases they can deal with your complaint on the spot.

**Stage 2:** If you are not satisfied with the answer you received at Stage 1, or you don't want to contact a member of staff directly, fill in the Complaints Form. Our staff can help you do this. Then send the form to the Senior Curriculum Manager who will investigate the complaint, collect statements from all parties concerned, inform HR, if necessary and draw a conclusion

**Stage 3:** If you are still not satisfied, you can ask for your complaint to be looked at by the Head of Adult Learning & Skills – just let the Senior Manager, Operations & Support Services know within 15 working days that you want to do this and we will pass your complaint directly to the Head of Adult Learning & Skills who will investigate with the appropriate manager and respond to you within 15 working days.