

## Compliments, Comments and Complaints Guidelines for Learners and Clients 2019-20

We value learner and client feedback to help us continually improve our services and we take your comments very seriously. We are always pleased to receive your comments and compliments about our services and staff, so if you would like to tell us about a great experience either at the College or the Job Shop, we would love to hear from you. If you would like to make a suggestion or comment about the Adult College or Job Shop services, please let us know so we can consider your ideas. If you are not happy about something, please let us know so that we can put it right.

### How can I Compliment, Comment or Complain to the Adult College or Job Shop?

- By filling in an Adult College or Job Shop CCC form;
- By letter to the Quality and Performance Manager (Education – Adult College) or
- By letter to the Quality & performance Manager (Employment – Job Shop);
- By e-mail to [kate.taylor@lbbd.gov.uk](mailto:kate.taylor@lbbd.gov.uk) for Adult College compliments, comments and complaints;
- By email to [Shannen.turner@lbbd.gov.uk](mailto:Shannen.turner@lbbd.gov.uk) for Job Shop compliments, comments and complaints;
- By phone; our reception staff will put you in touch with an appropriate member of staff who will be able to help you;
- By fax; please see the Adult College Prospectus or website for details.
- In person; Reception Staff will put you in touch with an appropriate member of staff who will be able to help you;
- The 'Contact Us' page on the Adult College website. Just log on to any computer with access to the Internet and visit our website at [www.lbbd.gov.uk/adultcollege](http://www.lbbd.gov.uk/adultcollege)  
Go to the Contact box on the right hand side of the page and click on the email address [AdultCollegeEnquiries@lbbd.gov.uk](mailto:AdultCollegeEnquiries@lbbd.gov.uk)

If you need help accessing this site, please ask at Reception, where our staff will be happy to assist you.

### When can I complain?

Please let us know if:

- you have not been treated politely and fairly
- you are unhappy about the standard of service you have received
- we have failed to provide a service to which you are entitled or
- you are unhappy about the action we have taken

### Making a complaint

We have a simple procedure to make it straightforward.

#### 1. Stage 1

Firstly, take up your complaint with the department that provides the service in question. If phoning, ask to speak to the person you dealt with. It is best for everyone if complaints can be sorted out early. If you are a learner, please speak to your tutor. If you are still not satisfied with the answer you receive, you can ask to speak to a manager. Reception will put you in touch with the appropriate member of staff.

#### 2. Stage 2

Fill in a Compliment, Comment, Complaint form and hand it in to Reception at the College or the Job Shop.

When we receive the form, it will be passed to the Quality and Performance Manager of either the Adult College or the Job Shop for their attention.

- The Quality Manager will send you an acknowledgement within **5 working days**;
- You should receive a response from the Manager investigating your complaint within 20 working days. If we cannot meet this target, we will send you a progress report.

### **3. Stage 3**

If you are unhappy with the department Manager's reply, you can refer your complaint to the Head of Work and Skills and Principal of the Adult College, Mrs Sharon Thomas, who will carry out an investigation. As in stage two, we will acknowledge your letter, and provide you with a timetable for reply.

You should write to Mrs Thomas, giving your reasons for appeal, at:

*The Adult College of Barking and Dagenham, 127 Ripple Road, Barking, Essex, IG11 7PB*

### **4. Stage 4:**

If a resolution has not been reached by this stage, you can ask for it to be independently reviewed by members of the Work and Skills Advisory Board. This is the final stage of the complaints' process; the decision of the Advisory Board is final.

#### **We promise that:**

- All complaints will be taken seriously and dealt with fairly and promptly;
- Your complaint will be acknowledged within 5 working days;
- A full response will be sent within 20 working days of the date of acknowledgement.

#### **What happens next?**

You will receive some or all of the following:

- An apology;
- An explanation;
- Action to put things right where possible;
- An assurance that we will try not to let the same thing happen again.

#### **Confidentiality**

Complaints will only be shared with those staff who are involved, and those investigating the complaint. We will keep a secure record of your complaint and any related correspondence throughout the process, in line with Data Protection (GDPR) guidelines.

#### **Procedure and Feedback**

Our complaints procedure is reviewed annually. All complaints received are analysed each term to ensure that we have kept our promises and have made improvements as a result of listening to your views. Details of these improvements will be published and displayed on notice boards around the College. You may be contacted by post and asked to fill in a complaint handling questionnaire so that we can make sure you are satisfied with the outcomes of your complaint.

**Quality and Performance Managers (Education and Employment)**  
**September 2019**