

SCLS Complaints Policy **2023-24**

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1. Introduction

1.1 A complaint is an expression of dissatisfaction concerning Sefton Community Learning Service (SCLS). Sefton Community Learning Service takes all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer or learner who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer or learner. Therefore, we ask that if you are dissatisfied with the service you have received, that you bring this to our attention as soon as it occurs.

2. Procedure for Service Users

Stage 1: Raising concerns informally

2.1 In the first instance, SCLS encourages you to try to resolve the issue, informally, as soon as possible with the person that in your opinion is causing your dissatisfaction or alternatively, raising your concern with the responsible manager.

2.2 If you are a learner, you must raise your concerns by speaking to your course tutor in the first instance who will try to resolve the issue or escalate it to the Curriculum Manager, if needed.

2.3 Should you feel it is inappropriate to address your complaint to your tutor, you can request for the relevant Manager to contact you to discuss your concern.

Stage 2: Formal Complaints

2.3 Should this fail to provide you with a satisfactory resolution at Stage 1, or you feel it is inappropriate to address your complaint to your course tutor, then please put your complaint in writing by completing the Service User Complaints Form (Appendix 1) available from reception or downloadable from our website and address it to:

Lisa Grimes
Head of Service
53, Cambridge Road
Seaforth
Liverpool
L21 1EZ

Lisa.grimes@sefton.gov.uk

2.4 You can also place your written complaint in the marked box outside the main office at our main venue, Cambridge Road Learning Centre.

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- a full description of your complaint (including the subject matter and dates and times if known)

- any names of the people you have dealt with so far
- copies of any papers/letters or evidence to do with the complaint.

Sefton Community Learning asks that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate it fully. The Head of Service will investigate your complaint and respond to you within five working days in writing or by telephone, confirming if we need longer to resolve the problem or informing you of the outcome.

3. Appealing after an initial complaint has been raised

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached, then you may escalate your complaint to our Governors. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Governors will investigate in full and respond to you within 10 working days.

The Chair of Governors can be contacted by writing to:

Paulette Lappin
53 Cambridge Road
Seaforth
L21 1EZ

Paulette.lappin@sefton.gov.uk

This will be the final route of escalation within our Service.

4. External Reviews

If you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly.

Should you address your complaint to –the Awarding Organisation and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator.

Either a representative of The Qualifications Regulator or –of the Awarding Body will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

5. Monitoring and Review

Implementation of this policy will be monitored by the Head of Service to ensure it is consistently applied and is reviewed annually.

If you have any queries about the contents of this policy, please contact the Head of Service.

Appendix 1

Service User Complaint Form

Full Name:	
Email address:	Telephone:
Address (if email not provided):	
Course Title:	Course Tutor:
Date & Time:	
What steps have you taken to try to solve the issue/concern informally as per Stage 1 of the procedure?	
Please enter here detailed information about your concern/issue. Please ensure that key information such as dates/times/people involved/witnesses/location, etc., is included. Please note, the information provided on this form will enable us to carry a thorough investigation into your complaint. (use additional paper if needed)	

Large empty rectangular box for content.

Signature:	Date:
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For Sefton Community Learning Service Use only:

Date received:	Acknowledgement sent:	Referred to:
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