



SCLS Complaints Policy **2020/21**

Date reviewed: 8th April 2020
Next review date: April 2021

Introduction

A complaint is an expression of dissatisfaction concerning Sefton Community Learning Service. 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 possible 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.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor, then please put your complaint in writing to:

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

There is a marked box outside the main office at Cambridge Road Learning Centre for you to place your written complaint.

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; and
- Copies of any papers or letters 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 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.

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:

Claire Maguire
53 Cambridge Road
Seaforth
L21 1EZ

This will be the final route of escalation within our company. Therefore, 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.

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