

ACL Complaints, Compliments & Feedback Policy

**Control of Documents:** Senior Leadership Team

**Policy aims and intentions:** To enable our customers and learners to understand how to:

1. Raise a complaint
2. Compliment a service they have received
3. Give feedback

The policy is written in plain English and links with the wider Essex County Council Complaints, Comments and Compliments policy.

**Responsibility Group:** Senior Leadership Team, Curriculum Managers, Curriculum Leads, Centre Managers

**Date of Acceptance:** July 2014

**Reviewed:** June 2019

**Next Review Date:** June 2020

**Audience:** All staff, learners, customers, volunteers and employers

### **Complaints:**

A complaint will usually be about something you think we have done the wrong way, something we should not have done, or something we have failed to do. We promise to deal with all complaints fairly and promptly.

### **Raising a Complaint:**

If you are unhappy about something relating to a course, apprenticeship or the service you have received from ACL, in the first instance please contact your tutor, assessor or a member of the student services team.

They will advise you which manager you need to contact and supply you with their details.

We will require you (or if appropriate your representative e.g. carer) to email or write to the named manager with the full details of your complaint.

After receiving your complaint, the named manager will acknowledge receipt within 5 working days and advise you on the proposed course of action. We will then:

- Review and look into what you have told us and respond to you in writing within 10 working days. If we can't respond to you within 10 days, we will let you know and explain why.
- Take your comments seriously and make sure you receive a fair and full response.
- Put things right for you if we can and learn from any mistakes to make improvements to our services.
- Advise you if your complaint is about another body acting on our behalf e.g. an awarding body
- Investigate and respond properly to your complaint and within the agreed time frame.
- Let you know if we agree with part or all of your complaint, apologising and considering appropriate actions to provide a remedy for any service failure.
- Explain the reasons why if we do not agree with your view of our services. We hope this will help you understand matters better, even if some of your concerns still remain.

The majority of complaints can be resolved with the named manager. Where this is not possible due to the severity or complexity of your complaint, or you are dissatisfied with the resolution from the manager you dealt with, we will ask you to raise your complaint via the ECC Complaints, Comments and Compliments Process. You can access this through the link below or contact the Customer Service Team on 0345 7430430 or at [ecc.customerservices@essex.gov.uk](mailto:ecc.customerservices@essex.gov.uk)

<https://www.essex.gov.uk/customer-services/Pages/Complaints,-compliments-and-comments.aspx>

## **Apprenticeship Complaints**

If you are undertaking an apprenticeship or are an employer with an ACL apprentice and have a concern or complaint about the programme, we would ask that you discuss this first with the assessor or tutor and the relevant curriculum lead using the above process. In some instances, your complaint may be referred to the Education and Skills Funding Agency (ESFA) through the apprenticeship helpdesk on 08000 150400 or email [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk)

## **Unresolved Complaints**

If we have been unable to resolve your complaint, you can seek further guidance from the Education Skills Funding Agency (ESFA). You should email complaints to [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk), or put them in a letter to:

Customer Service Team,  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry CV1 2WT

## **Compliments:**

If you think we've done something really well, we'd love to hear from you. We record all compliments and make sure that named staff are recognised for their contribution. In some instances, we may ask your permission to publish your comments on our website or in ACL marketing materials. Compliments can be sent directly to the relevant ACL staff member or to the [ACL.nostoppingme@essex.gov.uk](mailto:ACL.nostoppingme@essex.gov.uk) alternatively they can be logged using the following link <https://www.essex.gov.uk/customer-services/Pages/Complaints,-compliments-and-comments.aspx>

## **Feedback:**

Occasionally our customers, volunteers, employers and learners want to give us some general feedback. If you are learning with us, you will be asked to complete a Learner Feedback form at the end of your programme. Depending on your course dates will also be invited to complete the FE Choices annual survey. If you're not learning with us or can't wait until the end of your course to feed something back you can email us at [ACL.nostoppingme@essex.gov.uk](mailto:ACL.nostoppingme@essex.gov.uk)

## **Associated Documents**

Qualification Appeals Procedure  
Assessment and Examination Malpractice Policy  
Fitness to Learn Policy  
Exclusion Policy  
Bullying and Harassment Policy  
Essex County Council Complaints, Comments and Compliments Policy