

Derby Adult Learning Service

Learning Opportunities for Adults

COMPLAINTS POLICY & PROCEDURE

Policy Statement

Derby Adult Learning Service (DALs) is part of the Derby City Council's People Services Directorate; we are committed to improving our services and one of the best ways we can do this is to make it easy for our learners and employers to tell us if they think something is wrong.

This policy aims to provide a process to resolve individual complaints in a manner which is as fair and expeditious as possible. It is DALs' objective to find a solution to individual complaints as early in the procedure as possible.

Complaints procedure

If you have a complaint you should raise this as soon as possible by:

1. Speaking to a member of staff at your Centre, your tutor, the Curriculum Area Manager (including Apprenticeships) or complete one of the forms next to the 'Suggestions and Complaints' boxes located in the reception area of each Centre. You can also email your complaint to our Helpline team on: enquiries@derbyals.org

For complaints relating to learning or the course delivery:

Your complaint will be passed to the Curriculum Manager for your area (or Apprenticeship Manager), who will acknowledge and respond to your complaint within 7 days of receiving it. Where a complaint requires further investigation, we will acknowledge receipt of the complaint in writing (via letter or email) and will advise you of our actions and timescales for providing a full response.

For general complaints relating to the Centre you attend:

Your complaint will be passed to the Centre Manager, who will acknowledge and respond to your complaint within 7 days of receiving it. Where a complaint requires further investigation, we will acknowledge receipt of the complaint in writing (via letter or email) and will advise you of our actions and timescales for providing a full response.

2. If you feel our response and any associated action has not resolved your complaint, you can raise a formal complaint with the Derby City Council's Complaints Officer, who will arrange for your complaint to be further investigated. The Complaints Officer's details are on the complaint form. They will aim to acknowledge and respond to your complaint within 20 days of receiving it.
3. If you are still not satisfied with the response, you can request that your complaint be investigated by the Derby City Council's Chief Executive. They will aim to acknowledge and respond to your complaint within 20 days of receiving it. The decision taken by the Chief Executive is final.

We try to deal with all complaints in a sensitive and caring way. However, we do understand that a complainant can feel particularly distressed if they think they have been treated unfairly because of their disability, race, age, gender, gender identity, sexuality or their religious beliefs. For complaints of this sort we will work closely with Derby City Council's Equality Standard Project Manager.

You can make an anonymous complaint, but if you do, we will not be able to respond to you with our findings. If you find completing the form difficult, please speak to your tutor, or a member of staff at your Centre, who will be happy to support you.

For further information about our complaints procedure, in the first instance please contact:

Natalie Jameson-Warren
Quality Manager
01332 717930

Our complaints policy/process is also available on our website (on the footer section of each page):

http://www.adult-learning-derby.org.uk/images/pdf/Complaints_Procedure/Complaints_Procedure_2019-11_v5.pdf

Suggestions/complaints form attached

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SUGGESTIONS AND COMPLAINTS FORM

All suggestions and complaints will be taken seriously and looked into.

All information provided will be kept confidential.

Name:

Address:

Contact Number:

Date:

Description of suggestion / complaint:

Use other side of this form or additional sheets if necessary

Signature:

Date:

Please place this in the Suggestions box provided, or give it to a member of staff, or post it to:

Information & Support Manager, Derby Multicultural Centre, Dairyhouse Road, Derby DE23 8HN

FOR OFFICE USE ONLY: SUGGESTIONS AND COMPLAINTS PROCEDURE

Suggestion / Complaint made to:

Date received:

Action Taken:

Date:

Outcome:

Date:

Number of sheets attached:

Copy to:

Line Manager: