

# 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 our 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 complete our online complaints form from a computer, tablet or phone using this link:

[DALs suggestion/complaints form](#)



Or by scanning this QR code using your phone:

#### 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 complaint's procedure, in the first instance please contact:

Heather Pawley  
Senior Manager - Operations and Finance  
01332 956357

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

*Suggestions/complaints form attached*

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## SUGGESTIONS AND COMPLAINTS FORM

All suggestions and complaints will be taken seriously and investigated.

All information provided will be kept confidential.

<b>Name:</b>			
<b>Address:</b>			
<b>Contact number:</b>		<b>Date:</b>	

**Suggestion / complaint:**

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

OFFICE USE ONLY:

<b>Date received</b>		<b>Managing officer:</b>	
<b>Action taken</b>			