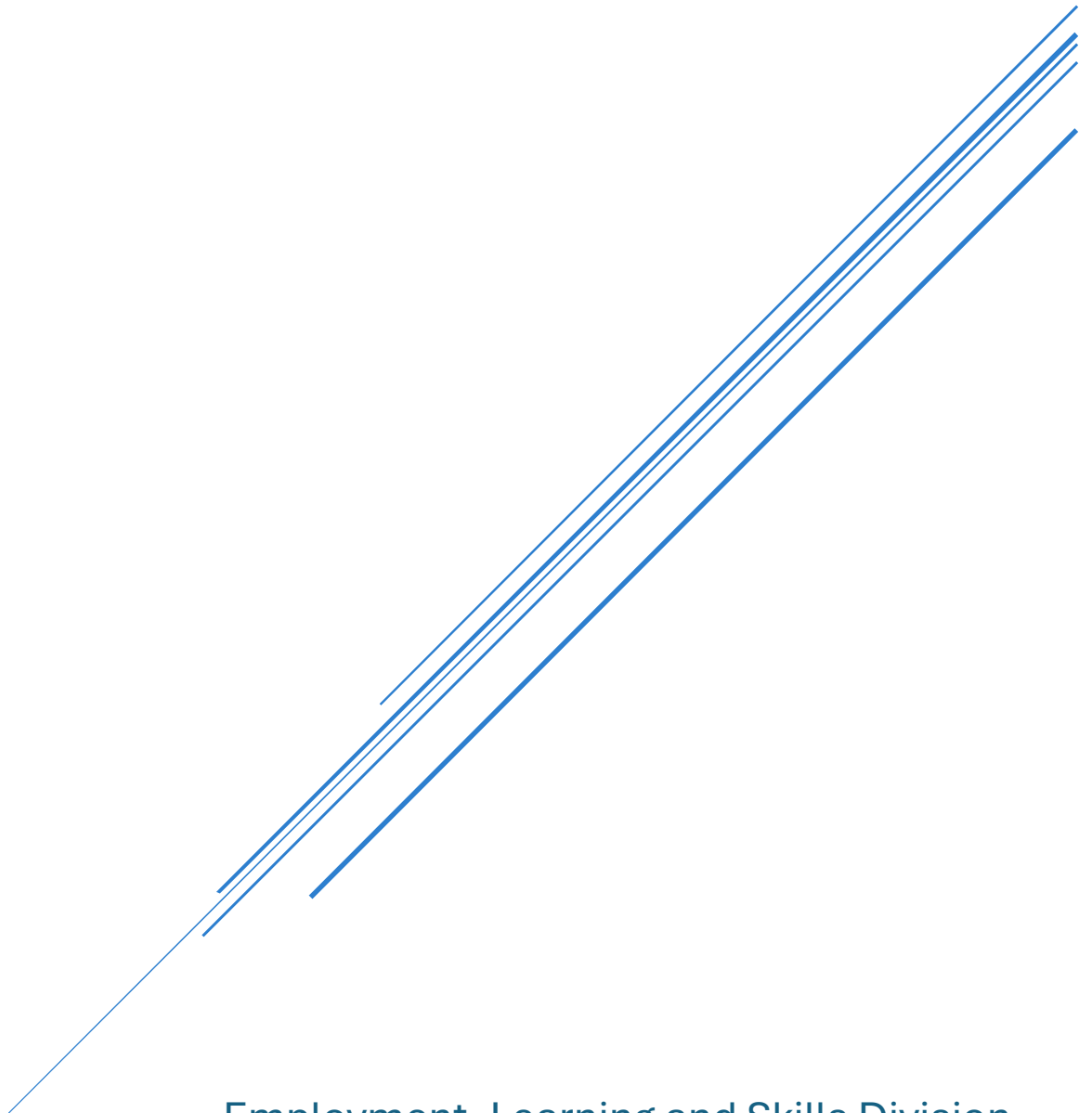


COMPLAINTS POLICY (TELL THE TEAM)

Halton Adult Learning



Employment, Learning and Skills Division
September 2024

Halton Adult Learning Complaints Policy (Tell the Team)

1. Purpose	1
2. Scope	2
3. Internal Procedure	2
3.1 Tell the Team.....	2
3.2 Complaints	3
4. External Procedure	4
5. Monitoring and Quality Assurance	4
Address Details:	5
Appendix 1	6

This procedure should be followed by any learner wishing to make a comment, compliment or complaint about any part of the service provided by Employment Learning and Skills, Adult Learning Service. Please note that this procedure is service specific. Information concerning Halton Borough Council's wider enquiries and Complaints Procedures is available via the Council's website at <https://www3.halton.gov.uk/Pages/Report-it.aspx>

1. Purpose

- 1.1 To ensure that all learners participating in HBC Adult Learning programmes have full and equal opportunity to express their views and any concerns about the service that they receive.
- 1.2 To resolve any complaints as quickly as possible, as close to the source of the problem as possible and by the most appropriate, efficient and effective means.
- 1.3 To ensure that all complaints are dealt with promptly, fairly, professionally and in a non-discriminatory manner.
- 1.3 To effectively feedback any positive comments about staff or services to relevant parties as a means of open communication
- 1.4 To ensure that appropriate action is taken to resolve issues and mitigate the risk of recurrence.
- 1.5 To use learner feedback to continuously improve and adapt the quality of service provided.

Halton Adult Learning Complaints Policy (Tell the Team)

2. Scope

2.1 This Policy applies to comments, compliments or complaints from any learner who wishes to express either satisfaction or dissatisfaction with an aspect of the service provided by the Adult Learning Service.

2.2 Any allegations made against a staff member/volunteer regarding abuse or neglect, made in the form of a complaint, will be dealt with under Halton Adult Learning Safeguarding Policy (including Prevent).

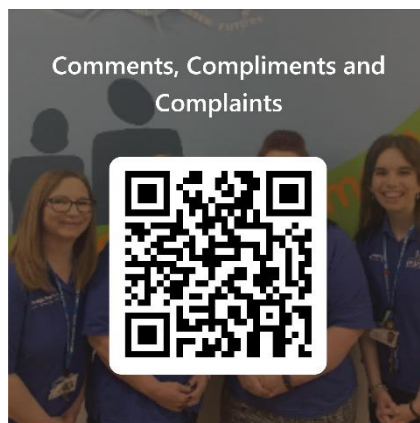
2.3 A separate Grievance Procedure exists for staff wishing to complain about matters internal to the Council.

2.4 Where possible, a complaint must be made within three months of the event that gave rise to it or at such time the event becomes known to the complainant. Complaints extending beyond this period will only be considered in exceptional circumstances.

3. Internal Procedure

3.1 Tell the Team

3.1.1 Learners are able to comment upon or compliment the work of the service by completing a Tell the Team postcard (available to pick up at all our Centres) and posting it in the Tell the Team postbox, located at all sites. Alternatively, completed Tell the Team cards can be passed to the relevant tutor or any other member of the team. Online versions of the form can also be completed and submitted via the Halton Adult Learning webpage, by following the link here: <https://forms.office.com/e/GNNXpCTYPv> or by scanning the QR code:



3.1.2 If a learner wishes to receive a written response, they should indicate this by marking the appropriate box and providing an email or postal address.

Halton Adult Learning Complaints Policy (Tell the Team)

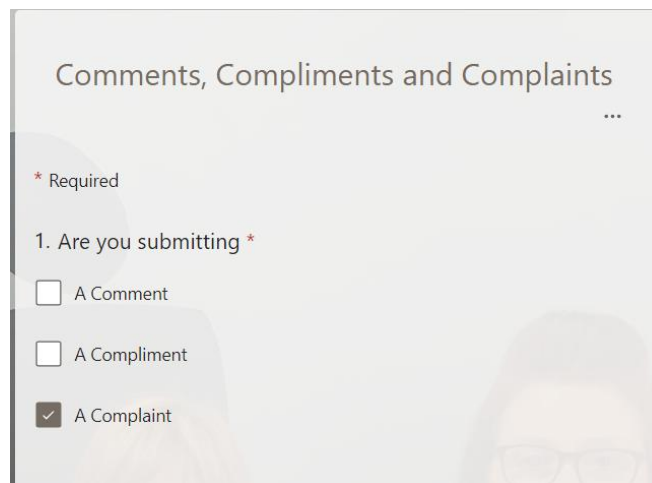
3.2 Complaints

Complaints should be submitted as follows:

3.2.1 In the first instance the learner should inform their tutor of the issue that is the cause of concern. In the interests of all parties the service would seek to address routine matters in an informal manner in order that issues can be addressed as quickly as possible.

3.2.2 If the learner feels that the issue has not been resolved or they feel it is of a serious/complex nature they should either complete a Complaints Form (Appendix 1 - available in all Centres), or by submitting a Tell The Team online form

(<https://forms.office.com/e/GNNXpCTYPv>) and indicating that they are submitting a complaint:



3.2.3 If a learner feels that they need support in formulating or submitting a written complaint they can ask for support from their Tutor or Learner Services Officers.

3.2.4 Learners making a complaint should provide contact details including an address (email or postal). Hard copies of complaints forms should be sent to the Senior Learner Services Officer at the address below, emailed to Jenny.McMullen@halton.gov.uk, or handed to any member of the Adult Learning team and marked for the attention of the Senior Learner Services Officer. Complaints submitted electronically through the MS Form will be received by the Senior Learning Services Officer, Jenny McMullen, and the Quality and Learner Experience Manager, Kelly Arrowsmith.

3.2.5 An acknowledgement will be sent within 5 working days of receipt of the formal written complaint giving details of the investigating officer. The investigating officer may make contact via telephone for further information.

Halton Adult Learning Complaints Policy (Tell the Team)

3.2.6 After internal investigation, a written response will be sent within 10 working days of the date on which the complaint has been received. If there is any reason for a delay, or more information is required then the learner will be kept informed of progress in a timely manner.

3.2.7 If the matter is not resolved to the satisfaction of the learner an appeal can be submitted to the Quality and Learner Experience Manager at Kelly.arrowsmith@halton.gov.uk. Any appeals should be submitted within ten working days of the receipt of the initial response to the complaint. The Head of Employment, Learning and Skills will acknowledge this stage of the complaint in writing within 5 working days of receipt of the complaint escalation request. Should the Quality and Learner Experience Manager not be available, the complaint will be passed to another member of the Divisional Management team. After investigating the complaint, a written response will be sent within 28 working days. If there is any reason for a delay the learner/customer will be kept informed.

4. External Procedure

4.1 If the HBC Adult Learning complaints procedure is exhausted and the learner remains dissatisfied and wishes to pursue the matter further then they will be directed to the Liverpool City Region Combined Authority Complaints Procedure or the Education and Skills Funding Agency (ESFA) Complaints procedure as appropriate.

5. Monitoring and Quality Assurance

5.1 Completed Complaints forms will be scanned into the relevant Management Folder (Sharepoint) and emailed to relevant Manager. Complaints submitted by the MS Form are accessible only by the Senior Learner Services Manager and Quality Experience Manager and anonymised details will be shared with the Divisional Management Group to ensure policies and procedures have been applied appropriately.

5.2 Managers are to provide written details of the action taken and outcome of complaints by completing the Complaints Log within Management folders on Sharepoint

5.3 Complaints will be scrutinised in the half termly Quality and Income & Marketing meetings and trends including issues related to discrimination and diversity will be addressed and actions recommended.

5.4 Those responsible for governance at Adult Learning – namely the Divisional Management Group, the Operational Director for Economy, Enterprise and Property and the Service's Liverpool City Region Combined Authority Relationship Manager, will also be kept abreast of any significant complaints/trends on a monthly basis.

Halton Adult Learning Complaints Policy (Tell the Team)

Address Details:

Senior Learner Services Officer

Employment, Learning & Skills

Kingsway Learning Centre

Victoria Road, Widnes WA8 7QY

Tel No: 0151-511-8483

Jenny.McMullen@halton.gov.uk

Quality and Learner Experience Manager

Employment, Learning & Skills

Kingsway Learning Centre

Victoria Road, Widnes WA8 7QY

Tel No: 0151-511-8453

Kelly.Arrowsmith@halton.gov.uk

Appendix 1

Employment, Learning and Skills

COMPLAINTS FORM

An online version of this form can be found at: [Adult Learning \(halton.gov.uk\)](http://Adult Learning (halton.gov.uk))

Please provide your full contact details:

Name.....

Address.....

Contact Telephone Number / Email Address.....

Course..... Date.....

Complaint

Use additional sheets if necessary

Your complaint should be sent to the Senior Learner Services Officer at jenny.mcmullen@halton.gov.uk. Alternatively, it can be handed to any member of the Halton Adult Learning Management Team.

An acknowledgement of your complaint will be sent within 5 working days of receipt of this formal written complaint giving details of the investigating officer. The investigating officer may make contact via telephone for further information.

After internal investigation, a written response will be sent within 10 working days of the date on which the complaint has been received. If there is any reason for a delay, or more information is required then the learner will be kept informed of progress in a timely manner. You can find our full Complaints Policy (Tell the Team), including Appeals, at [Adult Learning \(halton.gov.uk\)](http://Adult Learning (halton.gov.uk))