



HILLINGDON  
LONDON

## **Comments, Compliments and Complaints (CCC) procedure**

As an organisation we want to provide you with a good service and value feedback and this document tells you how you can provide feedback.

### **Comments and Compliments**

You can make a compliment or comment in the following ways:

- Completing our Comments and Compliments (C&C) feedback form; accessible online on your Moodle/Google classroom course page under service information, in the 'Learner' section on Moodle or on a paper form available at the reception desk
- Email the Learner Engagement Officer [iarora@hillingdon.gov.uk](mailto:iarora@hillingdon.gov.uk)

We will acknowledge receipt within three working days. All written compliments and comments will be recorded by the Learner Engagement Officer on the Compliments and Comments Register.

### **Complaints**

We adhere to Hillingdon Council's Corporate Complaints Policy and Procedure for addressing complaints which you can find it online at the following link: [Corporate Complaints Procedure](#)

#### **Complaints - Informal stage**

In the first instance, you will need to talk to your tutor about what you do or don't like about your course or the service. We hope that between you and your tutor you can deal with problems informally during the course. If you're unable to resolve the issue with your tutor, you can contact the curriculum Programme Area Leader through email.

#### **Formal stage**

If, however you have a complaint that you cannot resolve informally, this needs to be formalised in writing. You'll need to submit your complaint via council website at <https://www.hillingdon.gov.uk/complaints>.

You will receive an acknowledgement of the complaint within 3 working days of receipt and response within 10 working days. If this is not possible, the council will write to you to let you know why there is a delay and the estimated time it will take to provide a full response. If you are not happy with the response you receive, the full response will tell you:

- how to escalate your complaint to Stage 2; or
- that you may escalate your complaint direct from Stage 1 to the Housing or Local Government and Social Care Ombudsman if we feel that the decision cannot be overturned through the complaint process.

Your feedback helps us improve the quality of learning and support we provide.

**Contact Details:** Isha Arora, Learner Engagement Officer, Learn Hillingdon - Adult Community Education, Civic Centre, High Street, Uxbridge UB8 1UW

Email: [iarora@hillingdon.gov.uk](mailto:iarora@hillingdon.gov.uk)