

Comments compliments and complaints procedure

Purpose

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:

- Phone
- Letter
- Email to **Hillingdon Adult and Community Learning**
- Completing one of our feedback forms,

For complaints you can contact us in writing via email, letter or by completing one of our feedback forms. We will acknowledge receipt within three working days. Any verbal or written compliments and comments will be recorded by the appropriate Quality Manager on the Compliments and Comments Register.

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.

Formal stage

If however you have a complaint that you cannot resolve informally, this needs to be formalised in writing either by the CCC forms available in reception, email or a letter. If we cannot resolve your complaint immediately, we will acknowledge receipt of your complaint within 5 working days and will aim to provide a full response within 10 working days. If we cannot do so we will keep you informed of progress towards providing a full reply.

Where we record CCC

We will record all comments, compliments and complaints in a central folder which is reviewed monthly by programme managers and the senior leadership team.

If you are unhappy with the outcome from Hillingdon Adult and Community Learning you need to follow the complaints procedure for Hillingdon Council. Which can be found on the Hillingdon Council website:

<https://www.hillingdon.gov.uk/complaints>

Contact Details: Hillingdon Adult and Community Learning, Park Road, Uxbridge, UB8 1NP