

Learner Complaints Procedure



Scope of Procedures

This policy applies to all Rutland Adult Learning & Skills Service (RALSS) Learners. A complaint can be made on any grounds by any dissatisfied person. This Procedure will be subject to periodic review and amendments may be made from time to time.

Purpose

The purpose of this Procedure is to enable learners to raise concerns about problems at RALSS (this includes discrimination, victimisation, bullying, sexual or other abuse and harassment). If a Safeguarding issue is identified, we will follow the Safeguarding Reporting Procedure.

Principles

RALSS expects, and is committed to ensuring, that all Learners are treated fairly and treat others fairly, respectfully and in accordance with its Policies, including Safeguarding, Equality & Diversity, GDPR and Health & Safety. RALSS wants you to always receive the best possible service. All complaints, whether written, oral, identified, or anonymous will be investigated.

The designated complaints coordinator for Rutland Adult Learning is the Lead Community Learning Tutor and QA Co-ordinator. All complaints should be addressed to Rutland Adult Learning and Skills Service Unit 16a Ground Floor, Oakham Enterprise Park, Ashwell, Oakham, LE15 7TU. Telephone 01572 758122, or email rpusch@rutland.gov.uk.

Procedures for dealing with complaints.

Procedures for dealing with complaints should be as follows:

- In the first instance complaints should be directed to the learner's tutor. If the matter cannot be resolved to the learner's satisfaction, then a formal complaint may be made in writing and forwarded to the Complaints Co-ordinator.
- Oral complaints will need to be followed up with a written/emailed complaint.

- On receipt of a written complaint a unique reference number will be assigned, consisting of the month and year (mm/yy) followed by the complainant's surname, for example 10/08/Johnston unless or until the comment is dealt with or if anonymity is requested.
- The complaints co-ordinator is responsible for allocating the complaint to the most appropriate member of staff for action. A formal response must be sent to the learner within 10 working days from receipt of the complaint. The Complaints Co-ordinator will acknowledge all written complaints within 5 working days by sending a letter or email to the complainant.
- The complaint will be entered into the complaints log which is kept updated by the Complaints Co-ordinator. All complaints will be reported at the monthly Management Team Meetings.
- The Complaints Officer will be responsible for following up the complaint with the member of staff until the complaint has been dealt with and will ensure that a copy of all the paperwork, with the formal reply, is filed for reference.
- If the complainant does not feel that the issue has been resolved, it will be forwarded to the Learning & Skills Manager.
- Each term (see dates on Quality Calendar), a report will be produced for consideration at the management meeting

Date	Reason for Review	Next Scheduled Review
May 17	Annual Review	May 18
May 18	Annual Review	May 19
May 19	Annual Review	May 20
April 20	Scheduled Review	April 2022
Jul 22	Scheduled Review	Jul 2024
Aug 23	End of contact with SC	Jul 2024

Rutland Adult Learning Service Comment/Compliment or Complaint Form

Comment/Complaint:

Name:	
Address:	
Course:	
Telephone:	
Please hand this form in to	Adult Learning Manager, Rutland Adult Learning & Skills Service, Oakham Enterprise Park, Ashwell Road, Oakham, Rutland LE15 7TU
or post it to the above address	

For office use: Complaints

Reference Number:	(mm/yy/surname)
Date received	
Date Acknowledged and name	
(if appropriate) Forwarded to LCT/QA and date	
LCT/QA allocated to and date	
Resolution/Outcome	