

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 Vulnerable Adults, Equality & Diversity, GDPR (General Data Protection Regulation) and Health & Safety. RALSS wants you to always receive the best possible service. All complaints, whether written, oral, identified, or anonymous will be investigated.

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 adultlearning@rutland.gov.uk or ask for the service manager's contact details.

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 a RALSS Manager.
- 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 10/24/Brown unless or until the comment is dealt with or if anonymity is requested.
- The Manager 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 Manager 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 and all complaints will be reported at the monthly Adult Learning Management Team Meetings (ALMT).
- The Manager 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 |
| Jul 24 | Scheduled Review | Jul 2026 |

Rutland Adult Learning Service Comment/Compliment or Complaint Form

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| Comment/Complaint: | |
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| | |
|---------------------------|---|
| Name: | |
| Address: | |
| Course: | |
| Telephone: | |
| Please send this form to: | Adult Learning Manager, Rutland Adult Learning & Skills Service, Oakham Enterprise Park, Ashwell Road, Oakham, Rutland LE15 7TU |

For office use: Complaints

| | |
|--|-----------------|
| Reference Number: | (mm/yy/surname) |
| Date received | |
| Date Acknowledged and name | |
| (if appropriate) To whom forwarded for action, and date | |
| Resolution/Outcome and Date | |