

Wakefield Adult & Community Education Service

Compliments and Complaints Policy and Procedure

Purpose

The Adult and Community Education Service (ACES) is wholly committed to providing a quality learning experience in which students are supported to reach the level of attainment of which they are capable; and to establishing and maintaining a reputation for excellence in all aspects of its provision.

Principles

The Quality standards towards which the Adult Education Service works are those defined by the Common Inspection Framework. These can be found on the Quality Improvement Agency (QIA) website: www.QIA.org.uk

The ACES has also published standards of service, which it seeks to meet (see Annexe A).

The ACES welcomes communication from service users and others, that helps to improve the service and if necessary, take remedial action. The ACES intention is to deal efficiently, effectively and courteously with concerns expressed by users of the service and members of the public, and to find acceptable and reasonable solutions to concerns wherever possible.

Compliments

We welcome comments from users of the service who feel we have got things right. Compliments and thanks to staff who have been particularly helpful will be passed on.

Complaints

All users of the service should feel able to express their dissatisfaction or complaint about any aspect of their learning experience, and seek resolution.

Stage 1: Informal:

You are encouraged to seek resolution of your concern personally through the centre organiser, at the centre you attend.

Stage 2: Formal:

2.a. If you want to make a formal complaint, you may do so on the complaints form, which you can collect at your centre. The Centre organiser will arrange to meet with you to discuss the issues you want to raise, and keep you informed of the outcome.

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2.b. If this does not lead to a satisfactory outcome, you can write to the Principal Adult Education Officer, who will investigate the matter. Your correspondence will be acknowledged within 5 working days, and you will be kept informed of progress.

The Principal Adult Education Officer, or her representative, will also meet with you if you would like to do so.

A written response will be provided at the end of the investigation, explaining the findings and any action taken or proposed.

Stage 3: Appeal for Governors' mediation:

3.a. If you are still not satisfied, then you can appeal to the Governors for mediation. You can write to the Chair of Governors, through the Clerk to the Governors at County Hall, Bond Street, Wakefield, WF1 2QL. Your communication will be acknowledged within 10 working days.

3.b. The Governors will establish an appeals subcommittee of three members to hear your complaint.

3.c. Decisions made by the Governors are final. This does not affect your statutory rights.

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Appendix 1

Standards Of Service

The Adult and Community Education Service is committed to making your experience of learning productive and enjoyable, and we will endeavour to make it so by:

- Providing clear information about available courses
- Helping you to choose the right course for you: additional advice and guidance is available on request
- Providing, with our partners, accommodation and equipment that is suitable for your course of study
- Providing a high standard of teaching and a positive learning experience
- Working to ensure that the whole community has an equal chance to access suitable provision
- Working to ensure that all participants are supported to achieve the highest standards of which they are capable
- Listening to and responding to your suggestions, comments and advice
- Following up learners who are absent for three consecutive weeks.
- Working to improve our provision

Although the Adult and Community Education Service will strive to achieve these standards, the standards are not intended to be contractually binding and will not form part of any contract between you and the Adult and Community Education Service.

These principles are set out in our service policies on Quality; Equality, Diversity and Inclusion and Health and Safety. If you want to know more about any of our service policies, you can ask for a copy at your centre or from Manygates HQ. Policies are also posted on the ACES website: www.wakefieldaces.org.uk