ADULT SKILLS AND EDUCATION SERVICE

COMPLAINTS POLICY AND PROCEDURE

Reviewed and revised: 30 March 2021

Approved by: Barbara Hamilton
Head of Service

Adult Skills and Education
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www.cityoflondon.gov.uk/adultlearning

Adult Skills and Education Service Complaints Policy and Procedure

PLEASE NOTE

The City of London Adult Skills and Education Service is part of the Department of Community and Children's Services within the City of London Corporation. As such it is bound by the City Corporation's policy and procedure for complaints and other comments. Further details of these can be found at:

https://www.cityoflondon.gov.uk/about-our-website/Pages/feedback.aspx

This document is an addendum to the City Corporation's policy and procedure that includes the specific users of the Adult Skills and Education Service.

POLICY STATEMENT

The City of London Adult Skills and Education Service (ASES) welcomes any and all feedback from its learners, other stakeholders and staff on the quality of our Service and our success or otherwise in meeting their expectations. We will ensure that we have a procedure in place to respond positively and effectively to all to all feedback received, be it a compliment or complaint, and will initially respond within three days of receipt, aiming to resolve any issues raised within 10 days.

WHAT

is the ASES Complaints Policy and Procedure?

It is a policy and procedure that enables learners and service users to:

- know their entitlement
- make a complaint
- ask for a refund of class fees
- make suggestions about improving the service
- take an active part in their learning and learning environment
- pass on comments, either positive or negative
- raise concerns about Health & Safety, Equality and Diversity or Safeguarding (including the Prevent Strategy)

WHY

do we have this Complaints Procedure?

This procedure is important so that ASES can ensure that:

- ✓ all learners and service users receive the highest quality of experience in order to be helped and encouraged to fulfil their academic and personal potential
- ✓ all learners and users are supported equally and fairly, irrespective of gender, race, disability, age, sexual orientation, religion and belief (including political belief), gender re-assignment, marriage and civil partnership and pregnancy and maternity
- ✓ it delivers a learner-centred service
- ✓ learner support is offered and delivered in a timely manner, with due regard to learners' needs and with reasonable adjustment being made where necessary, to ensure that those needs are fully met
- ✓ gaps in the service are identified and dealt with

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- ✓ quality is monitored and maintained
- ✓ the service meets its legal requirements regarding Health & Safety, Equality and Diversity and Safeguarding (including the Prevent Strategy)
- ✓ we act according to Ofsted's core principles, including timeliness and transparency

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HOW

Can learners and users access and use this service? Learners and other service users can make a complaint, comment or suggestion by:

- raising it with the person delivering their service, e.g. Tutor
- telephoning the Quality and Performance Lead: Robin Sengupta 020 7332 3250
- writing to:

  Robin Sengupta, Quality and Performance Lead, City of London, Department of Community and Children's Services, PO Box 270, London, EC2P 2EJ
- emailing robin.sengupta@cityoflondon.gov.uk
- raising it with the help of a family member, friend, neighbour or advocate, for example, if English is not their first language or they have a disability

Where appropriate, the Quality and Performance Lead will arrange a confidential meeting with the complainant.

Please Note that a comments and complaints form is available at:

https://www.cityoflondon.gov.uk/about-our-website/Documents/complaint_form.pdf

WHAT IS THE TIME FRAME?

We will always aim to respond to complaints in as timely a manner as possible, at the same time ensuring that all complaints are investigated fully and fairly.

The Quality and Performance Lead will provide

- an **initial response** to the complaint **within 3 days**
- a **follow-up to the initial response within 7 days or less** (depending upon the nature of the complaint and how many other parties – if any – need to be consulted or interviewed)
- a **resolution to the complaint within 10 days or less** (depending upon the nature of the complaint and how many other parties – if any – need to be consulted or interviewed)

Proviso

The time frames given above may be subject to change. Experience has shown that there can be delays when:

- there are multiple parties and departments involved
- the complainant does not respond to contact
- the complainant has given incorrect contact details or has changed their contact details
- the complainant does not wish to give out information, either personal or related to the complaint
- the complainant cannot attend a meeting with the Quality and Performance Lead, because of work, disability, etc (where possible, the Quality and Performance Lead will visit them

ADDITIONAL CONTACT NUMBERS

City of London
Adult Skills
and Education

Out of hours Children's Social Care
020 8356 2710 (ages 0-18)

Out of hours Adult Social Care
020 8356 2300
020 8432 8020 (mental health)

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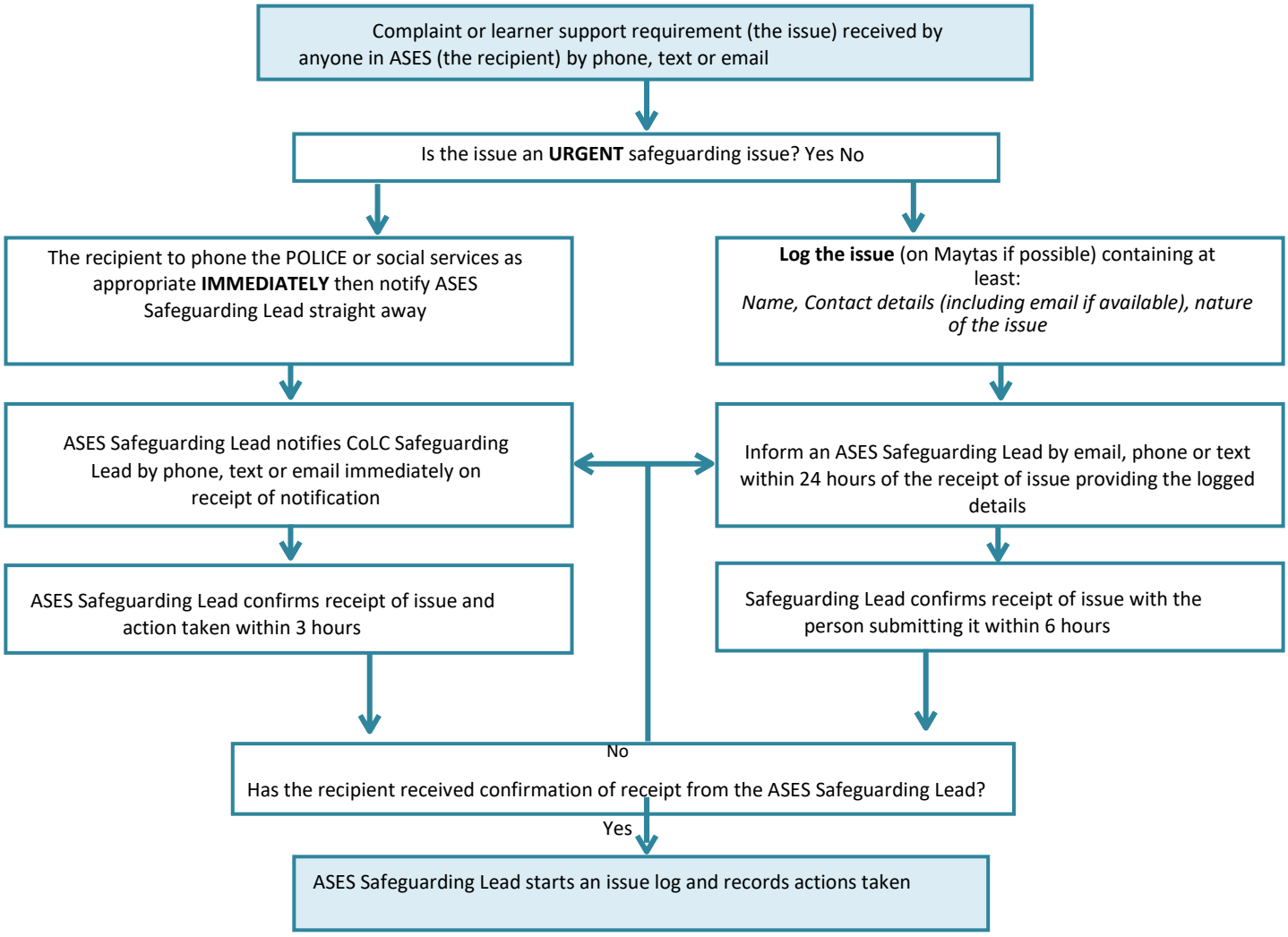
APPENDIX 1:

Complaints Procedure Flowchart



Contacts

Status	Name	Contact
ASES Safeguarding Lead	Barbara Hamilton	barbara.hamilton@cityoflondon.gov.uk 0207 332 1755 or 07920703087
ASES Safeguarding Lead	Robin Sengupta	robin.sengupta@cityoflondon.gov.uk 0207 332 3918 or 07920703087
Corporation Safeguarding Lead for Adults	Pat Dixon	Pat.Dixon@cityoflondon.gov.uk 0207 332 1215
Community Safety Manager	Valeria Cadena	Valeria.cadena@cityoflondon.gov.uk 0207 332 1272