

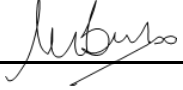


**Learn.  
Discover.  
Grow.**

Endless possibilities...

## **Policies and Procedures 2022-2023**

Document Title	Customer Comments, Compliments and Complaints Policy	URN	NS-P001
Version	1	Written by	Joanne Hewison
Approved by			
Effective date	September 2022	Date of next review	September 2023
Senior Manager Responsible	Joanne Hewison - Curriculum and Skills Manager 		
Senior Manager Responsible	Michael Burton – Innovative Curriculum Development 		
Senior Manager Responsible			

## **NS-P001: COMMENTS, COMPLIMENTS AND COMPLAINTS**

Northumberland Skills aims to:

- Actively gather feedback from learners throughout the academic year cycle.
- Always invite compliments and comments about the service.
- Provide a clear and transparent process for learners to follow to raise concerns or complaints about the Service.
- We welcome feedback, compliments, and comments.

We welcome your feedback, compliments and comments. We use both positive and negative feedback to shape the service and endeavour to improve it for all learners.

Whilst we try our best to make sure your experience with us excellent, we know we sometimes don't achieve this. In these instances, we would like the chance to put this right as quickly as possible.

This relies on you telling us quickly if you think things aren't as good as they should be and giving us the opportunity to properly investigate and take action.

We love it when learners talk to us directly about what we can do to help, rather than to someone else.

We will ask for learner and stakeholder feedback in a number of ways:

You can complete the "Tell Us What You Think" leaflet at any time and hand it in to any member of staff at any Campus. By taking part in learner focus groups, you can express your "learner voice"

**Write to us:** Northumberland Skills, Alnwick Campus, Lindisfarne Road, Alnwick NE66 1AX

**Email us:** [learn@northumberland.gov.uk](mailto:learn@northumberland.gov.uk)

**Meet us:** You can book an appointment to meet with us at any of our campuses or curriculum leads.

Call the campus or lead you would like to meet with.

Telephone numbers are also available on the Council's website at:

[www.northumberland.gov.uk/learn](http://www.northumberland.gov.uk/learn) or on the reverse side of the Learner handbook

## **COMPLAINTS PROCEDURE**

We value your views and would like to encourage you to feedback at any time throughout your course.

If you feel the matter warrants it, we have a process for making a complaint.

We hope to make it easy for you to express your views and receive a speedy and effective response.

If you feel you would like to complain, then you must observe the following procedure. It is important that you do not skip a stage in asking us to investigate your complaint.

Where your complaint involves requesting a refund of your course fees, you are also advised to read our Refunds Policy prior to submitting a complaint.

### **STEP 1**

- Speak directly to the person who, in your opinion, is responsible or to your Lecturer. We hope to resolve most complaints at this stage but, if you feel the matter remains unresolved, move onto formal step 2

### **STEP 2**

- If you feel the response to your complaint is not satisfactory, you can write to the Campus Manager or Curriculum Lead. They will investigate your complaint and use their best endeavours to respond to you within 10 working days.

At this stage, you must make your complaint in writing.

### **STEP 3**

- If you still feel the response to your complaint is not satisfactory, you can then write to:

Curriculum and Skills Manager, Northumberland Skills, Alnwick Campus, Lindisfarne Road, Alnwick NE66 1AX

## **STEP 4**

- If you still feel the response to your complaint is not satisfactory, you can then write to:

Senior Manager – Innovative Curriculum Development, Northumberland Skills, County Hall,  
Morpeth NE61 2EF

At this stage your complaint will also be considered by the Director of Education and Skills

If you still feel the complaint has not been resolved, you can take the matter to the courses funding organisation. Before you do this, you must have followed steps 1-4

We will let you know who the awarding organisation is for your course, provide contact details and help you to make your approach putting forward your complaint.

For Apprenticeship complaints:

ESFA Apprenticeship Service Support on 08000 150 600 or

[helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk)