



Northumberland  
**SKILLS**

**Learn.  
Discover.  
Grow.**  
Endless possibilities...

**Policies and Procedures  
2021/22**



Document Title	Customer Comments, Compliments and Complaints Policy	URN	NS P001
Version	1	Written by	Joanne Hewison
Approved by			
Effective date	September 2021	Date of next review	September 2022
Senior Manager Responsible	Joanne Hewison		
Senior Manager Responsible	Michael Burton		
Senior Manager Responsible			

## COMMENTS, COMPLIMENTS AND COMPLAINTS

Northumberland Skills aims to:

- Actively gather feedback from learners throughout the academic year cycle.
- Invite compliments and comments about the service at all times.
- 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, Blyth Sports centre, Blyth, Northumberland NE24 5BT

**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

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## 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 when you feel an aspect of your programme is unsatisfactory or unacceptable.

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.

This Policy & Procedure will allow learners/customers and other service users to:

- inform us when the service fails to meet acceptable standards of practice or their expectation of service provision
- give positive feedback on those occasions when the service exceeds expectations
- provide information to help improve service provision and identify training needs

### **Definition of a Complaint:**

A complaint is: 'An expression of dissatisfaction, however made, about the standard of service, action or lack of action by Northumberland Skills or its staff which affects an individual, user, or group of users'.

### **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. They will investigate your complaint and use their best endeavours to respond to you within 10 working days.

### **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. They will investigate your complaint and use their best endeavours to respond to you within 10 working days.

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