

COMPLAINTS PROCEDURE Guidelines for Learners

Dear Learner

We hope that you enjoy and benefit from the course you have chosen. If however, you should have any cause for complaint, we would like to know about it so that we can take action to improve the situation. Tutors and centre staff are committed to providing the best learning experience they can, so it is important that they know when things go wrong.

The procedure for making a complaint is as follows:

In the first instance, talk to the person who is directly involved. This is usually the best way of resolving a problem.

- If it is a complaint about the course, you should speak to the tutor
- If it is a complaint about the centre, you should speak to the Centre Staff

If you are unable or unwilling to talk to the person who is directly involved, or if you are unhappy with their response when you do, you should contact the next person in the line of responsibility, in other words:

Complaint about.....	Next person in the line of responsibility
The course or the tutor	The Curriculum Manager
The Centre Staff	The Operations Manager
The Curriculum or Operations Manager	The Head of Service

If you prefer to make your complaint in writing, you can ask for a Complaints Form to complete and send in. These forms are available in the Community Education Office at the centre hosting your course. Any complaints to the Head of Service should be made in writing and returned in an envelope marked "Private and Confidential" to:

The Head of York Learning
West Offices
Station Rise
York
YO1 6GA

Whoever receives your complaint will investigate further and you will receive a written response within 10 working days. In supporting or rejecting your complaint, reasons will be given in writing.