



# Lambeth

## Lambeth Adult Learning

### Complaints Policy

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# Complaints Policy and Procedure

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## **Complaints Policy and Procedure**

### **Who is this policy for?**

This policy is for learners and staff

### **What is this policy for?**

We hope that all learners are happy with the services provided through Lambeth Adult Learning. However, we understand that if you are not happy about the service you have received, you might want to complain. We take all complaints seriously and we are committed to dealing with them fairly, transparently and efficiently. We do this through our complaints procedure which is explained below.

### **Our promise to you**

We are committed to ensuring our learners have the best possible learning experience. On the rare occasion that something goes wrong, then we want to know about it and we promise to resolve any issues openly and as quickly as we can.

We promise to:

- Deal with any complaints honestly, politely and in confidence
- Try to settle most complaints quickly and informally by putting matters right or by giving you an explanation
- Keep you updated on what we are doing to put things right
- Try to provide a full response within 10 working days
- Use any complaints to help us to improve our services
- Keep all information about the complaint or person making the complaint confidential and only involve those staff directly involved with resolving the complaint.

If the complaint results in a disciplinary proceeding for a member of staff, this should not normally delay our response to the person making the complaint.

### **What is the procedure for making a complaint?**

Most problems can be sorted out by talking to the Manager in your centre (or the Manager of the learning provider if learning is only taking place online), or Lambeth Adult Learning's Head of Quality. It is therefore useful to try this before making any formal complaint.

However, if you do this and you are not satisfied with how your complaint has been dealt with informally, you should use this complaints procedure.

You may be unhappy with:

- The standard of the service you are receiving
- Our response to a request
- The behaviour of a member of staff
- The way you have been treated (for example if you experience bullying, harassment or unfair treatment)
- Allegations of fraud or financial mismanagement

We have a **3-stage complaint procedure** that tries to sort out problems quickly and efficiently.

### **Stage 1**

The first step is to write down your complaint and send it to the manager of your centre (or the Manager of the learning provider if learning is only taking place online). When you do this, we will pass it on to the person who is best placed to deal with it directly. We will give you a full response within 10 working days of receiving the complaint unless there is a good reason why this cannot happen.

We hope that we can resolve most complaints at this stage.

### **Stage 2**

If you are not happy with the response or action after Stage 1, you can contact us again to take the complaint further.

During Stage 2, the Head of Adult Learning, Skills and Employment at Lambeth Borough Council will investigate the complaint. The Head of Adult Learning, Skills and Employment will respond to you within 10 working days of the complaint being sent to them unless there is a good reason why this cannot happen. If you don't receive a response within 10 days, we will let you know why and give you a new date for their response.

### **Stage 3**

If you are still unhappy with the outcome, the Assistant Director of Skills and Employment at Lambeth Borough Council will review how your complaint was investigated and what the outcome was. The Assistant Director of Skills and Employment will respond to you within 10 working days of the complaint being sent to them unless there is a good reason why this cannot happen. If you don't receive a response within 10 days, we will let you know why and give you a new date for their response.

## **What happens if you are still not satisfied?**

If you have gone through all of the stages above and you feel that your complaint is still not solved, then you report the problem to Lambeth Borough Council. You can explain what has happened and what solution you want to see using the Council's *Make a Complaint Guide* and *Online Complaint Form*. You can find these at: <https://www.lambeth.gov.uk/elections-and-council/contact-us/make-a-complaint-guide>. In addition, you can complain about Lambeth Adult Learning Service by contacting the Greater London Authority (GLA) if your course is funded by the GLA. The GLA has set out in full what it can help you with and you can find out that information on; <https://www.london.gov.uk/what-we-do/skills-and-employment/skills-londoners/adult-education-budget/complain-about-your-education-provider>

## **Financial irregularity**

If you have any complaint that deals with financial irregularity, this will be sent to the Head of Adult Learning, Skills and Employment who will deal with the complaint using the 3-Stage process above.

If you believe that Lambeth Adult Learning has claimed funding from the GLA through deception, committed fraud, broken the funding rules, or not delivered training that it received funding from the GLA for, you can email the GLA using the following email address: [allegations.mailbox@london.gov.uk](mailto:allegations.mailbox@london.gov.uk). However, the GLA cannot deal with complaints about individual contracts of employment, contractual disputes between employers and employees, or complaints about managers (including bullying and harassment). See information on the link above for a full list of what the GLA can and cannot investigate.

## **Disciplinary proceedings**

If there is a need to start any staff disciplinary proceedings as a result of the complaint, this should not normally delay our response to you.

## **Confidentiality**

Staff dealing with a complaint under any of the 3 stages will keep the information confidential and any information they share will be on a strict 'need to know' basis.

## **Whistleblowing**

At Lambeth Adult Learning we are committed to the highest possible standards of openness, integrity and accountability. In line with that commitment the Adult Learning Service encourages its employees, learners and others with serious concerns about any aspect of the Adult Learning Service's work to come forward and voice those concerns under the Whistleblowing Policy 2023\_2024.