



## **Adult College for Rural East Sussex**

### **Complaints Procedure 2021 2022**

We aim to provide good quality services as efficiently as possible but occasionally things do go wrong and you may not be happy with the service that you receive. If you are not satisfied please speak to our Office Manager or your tutor in the first instance.

Following this, if you are still unhappy with the service you have received please contact the ACRES' Adult Learning Manager who will objectively review your complaint/concern. Most issues/concerns/complaints can be addressed and resolved effectively at this stage.

If you are not satisfied with our response to your concern/complaint, please contact, in writing, the Chair of ACRES' Board c/o Uckfield College, Downsview Crescent, Uckfield, East Sussex, TN22 3DJ.

A full response should normally be given within 28 days of receipt of the complaint.

The Education and Skills Funding Agency has produced a booklet 'Procedures for dealing with complaints about providers of education and training' which informs you how to make a complaint about a provider once you have exhausted the provider's own complaints procedure. A copy of this can be provided on request or can be accessed directly from this link:

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

In the event of a complaint in relation to assessed work within an academic qualification not meeting Awarding Organisation criteria, please refer to the 'ACRES' Academic Appeals Procedure 2020 2021'.