

Complaints Procedure 2023 2024

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 your tutor in the first instance. If your tutor is unable to resolve your complaint or if you are not satisfied with their response please contact the ACRES' Office Manager on 01825 761820 or email adultlearning@acres.org.uk for the attention of the Office Manager who will then review and direct your complaint to the appropriate team/manager for action and response.

If you are still unhappy with the service you have received please contact the ACRES' Adult Learning Manager (email address provided on request) who will objectively review your complaint/concern. Most issues/concerns/complaints can be addressed and resolved effectively at this stage.

If you are still 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 an online Complaints procedure 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:

[Complaints procedure - Education and Skills Funding Agency - GOV.UK](https://www.gov.uk/guidance/complaints-procedure-education-and-skills-funding-agency)
(www.gov.uk)

If you have a general complaint regarding the centre's delivery or administration of a qualification, please follow the procedure detailed above.

In the event of a complaint in relation to assessed work within an academic qualification not meeting Awarding Organisation criteria, please refer to the 'Academic Appeals Procedure 2023 2024'.

Code of Conduct

Our staff are expected to treat individuals with courtesy, respect and fairness. Similarly, we expect our staff to be treated in the same way. We have a duty of care to protect the welfare and safety of all our staff and students. Where individuals behave unacceptably or unreasonably, we will refer to this policy and our Staff and Student Charter.

We recognise that on occasion some people who contact us may have reason to feel aggrieved, upset or distressed. However, it is not acceptable when that frustration is directed towards our employees.