

## Statement of Service 2019/2020

Information and advice about all adult learning opportunities offered by ACRES can be obtained from the ACRES' Office at Uckfield. The Office is open all year, apart from the week including Christmas and New Year and bank holidays. Details of opening hours are on our website and in all publicity material and answer machine messages.

Staff will be able to:

- Give detailed information about the programmes run by ACRES
- Provide impartial signposting to other providers
- Make arrangements for you to receive advice about course choice
- Make appointments to provide facilities for a confidential meeting when requested
- Provide information on our fee policy

### Information

Information about ACRES' courses is provided through our brochure, other promotional material and our website which give information about course cost, course times, location and any financial assistance available.

Course Information Sheets can be downloaded from the website or requested from the ACRES' Office. These provide more information about individual courses. Large print versions can be made available.

### Advice

If you need some advice on choosing the most suitable course to meet your needs, for example, if a subject is offered at more than one level, please contact the ACRES' Office and we will arrange for you to talk to a member of staff who will be able to advise you.

### Leaving a Message for Us

If the Office is closed, or staff are dealing with other callers, there is the facility to leave a telephone message at the ACRES' Office. We undertake to return calls within two working days. Emails requesting information can be sent to [adultlearning@acres.org.uk](mailto:adultlearning@acres.org.uk). We undertake to acknowledge a customer email within two working days and send a full response within 10 working days.

### Improving our Service

We seek feedback from our customers about our service and welcome feedback from others who have been in contact with us. We use this feedback to inform the development and improvement of our services.

Telephone: 01825 761820

Website: [www.acreslearning.org.uk](http://www.acreslearning.org.uk)

Email: [adultlearning@acres.org.uk](mailto:adultlearning@acres.org.uk)