

## Statement of Service 2020 2021

Information and advice about all adult learning opportunities offered by ACRES can be obtained from the ACRES' Office at Uckfield ([01825 761820](tel:01825761820)). 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.

Please note due to the impact of COVID-19 we are operating reduced opening hours at our main office. Please see the website for current opening hours.

All our team are working remotely when not on site and can be contacted by emailing [adultlearning@acres.org.uk](mailto:adultlearning@acres.org.uk) On receipt of an email, one of our team will contact you in response to your enquiry.

Staff will be able to:

- Give detailed information about the programmes run by ACRES and how these may have changed as we respond to the impact of COVID-19
- 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 (please note these will be predominantly online to mitigate any risk during the COVID-19 pandemic)
- Provide information on our fee policy

### Information

Information about ACRES' courses is provided through our brochure (whether paper based or online via the website) other promotional material, our website ([www.acreslearning.org.uk](http://www.acreslearning.org.uk)) and social media channels, all of which give information about course cost, course times, location (online or face to face) and any financial assistance available.

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

You can also keep in touch and stay informed by visiting our website where you can join our mailing list and opt in to receiving updates on our range of courses and emerging changes as we continue to adapt to the evolving COVID-19 landscape.

You may wish to follow us on social media on Facebook and Instagram [@ACRESAdultLearning](https://www.instagram.com/ACRESAdultLearning)



## **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, or if you would like to talk to us in more detail about learning online 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. Please note with reduced hours and reduced staffing onsite due to COVID-19 there may be a delay but we will always return your call as soon as we are able to. Alternatively you may wish to email us requesting information by contacting [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, depending on the complexity of the query. Most email enquiries / queries are dealt with promptly and effectively within 24 hours as all staff are working remotely when not in the office and the inbox is monitored consistently during all our hours of service.

## **Improving our Service**

We seek feedback from our customers about our service and our provision and we welcome feedback from others who have been in contact with us. We use this feedback to inform the development and improvement of our services so it is always great to hear from you.

## **Contact Us**

Here is a reminder of how you can contact us:

Telephone: 01825 761820

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

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

Facebook: @ACRESAdultLearning

Instagram: @ACRESAdultLearning