

Statement of Service 2023/2024

Information and advice about all adult learning opportunities offered by ACRES can be obtained from the ACRES' Office at Uckfield (01825 761820). 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 (whether paper based or online via the website) other promotional material, our website (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, opt in to receiving updates on our range of courses, view our online brochure, take the ACRES survey and let us know what you would like to learn and read our latest Ofsted report. You may also wish to follow us on social media on Facebook and Instagram.

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. Alternatively you may wish to email us requesting information by contacting 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 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

Email: adultlearning@acres.org.uk

FACEBOOK [acresadultcollege](https://www.facebook.com/acresadultcollege)

INSTAGRAM [#acresadultcollege](https://www.instagram.com/acresadultcollege)