



# Comments, Compliments And Complaints Policy

Most recent update: 17 May 2024

## Scope

Cheshire West and Chester Council's (CW&C) Skills and Employment team is committed to delivering the highest possible quality and level of service to people living, working or training in the borough.

This means providing services that aim to meet the needs of local people, and improving these services based on feedback from learners, stakeholders and providers.

An essential part of this process is providing opportunities for people to share their views on our services, and for us to demonstrate that these views are listened to and, wherever possible, translated into service improvement.

The Council has a central Comments and Complaints Policy, but this document outlines our first line response for our service users.

## We Welcome Your feedback

We always want to hear when things go well, but on occasions, we may get things wrong. If we do, we want to hear from you so that we can work together to put the matter right. Our aim is to prevent the problem happening again.

If you do wish to make a complaint, CW&C has both informal and formal processes to deal with these. If you are on a learning programme with us or accessing one of our employment support programmes, your tutor/mentor will have explained the different ways that you can provide feedback. In the first instance, we hope that we can sort out any problems informally with us but if you feel you want to make your complaint formal, you can use the council's formal complaints procedures.

You can find out more about the formal complaints procedures on [Cheshire West and Chester Council's complaints and feedback page](#)

## How Do I Make Contact To Complain, Make A Suggestion Or Provide A Compliment?

The first step is to tell your tutor/mentor. Don't wait until the end of the programme to complete the Learner/Customer Evaluation form, particularly if you are unhappy with an aspect of your course/service provided. What you have to say is important and we want to hear it at the earliest possible opportunity.

If you would prefer not to speak to your tutor/mentor or would like to make a comment or complaint about your tutor/mentor, Learning Centre Manager or other aspect of your programme, you may wish to speak to someone confidentially.

Confidential comments can be made directly to Cheshire West & Chester Council's Skills & Employment Manager: [matthew.smith@cheshirewest.gov.uk](mailto:matthew.smith@cheshirewest.gov.uk) telephone: 07790532840



Alternatively you can provide details through [the Council's formal comments, complaints and compliments procedure](#)

### **Ofsted**

For learners and staff involved in the Adult Education programme, complaints can be made to Ofsted [online](#), by email to [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or by telephone on 0300 123 1231.