



# HILLINGDON

LONDON

## Comments, Compliments and Complaints (CCC) procedure

### **Purpose**

As an organisation we want to provide you with a good service and value feedback and this document tells you how you can provide feedback.

### **Comments and Compliments**

You can make a compliment or comment in the following ways:

- Completing our CCC feedback forms; accessible online on Moodle or available at the reception desk
- Email to the Learner Engagement Officer [iarora@hillington.gov.uk](mailto:iarora@hillington.gov.uk)
- Phone
- Letter

We will acknowledge receipt within three working days. Any written compliments and comments will be recorded by the Learner Engagement Officer on the Compliments and Comments Register.

### **Complaints**

- For complaints you can contact us in writing via our feedback forms (accessible online on Moodle and available at the reception desk), email, letter or by calling any of our centres.

### **Complaints - Informal stage**

In the first instance, you will need to talk to your tutor about what you do or don't like about your course or the service. We hope that between you and your tutor you can deal with problems informally during the course.

### **Formal stage**

If, however you have a complaint that you cannot resolve informally, this needs to be formalised in writing either by the CCC forms, email or a letter to the Learner Engagement Officer. If we cannot resolve your complaint immediately, we will acknowledge receipt of your complaint within 5 working days and will aim to provide a full response within 10 working days. If we cannot do so we will keep you informed of progress towards providing a full reply.

### **Where we record CCC**

We will record all comments, compliments and complaints in a central folder which is reviewed monthly by the Operational Management Group.

If you are unhappy with the outcome from Learn Hillingdon you need to follow the complaints procedure for Hillingdon Council. Which can be found on the Hillingdon Council website:

<https://www.hillingdon.gov.uk/complaints>

**Contact Details:** Isha Arora, Learner Engagement Officer, Learn Hillingdon - Adult Community Education, Civic Centre, High Street, Uxbridge UB8 1UW

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