



COMPLIMENTS, COMMENTS, AND COMPLAINTS POLICY

CVS for Broxbourne and East Herts

Compliments and Comments

CVSBEH encourage the sharing of compliments and comments as they help us improve our service. Please share your thoughts by contacting CVSBEH directly:

Email: admin@cvsbeh.org.uk

Tel: 0300 123 1034

Complaints

A complaint is “an expression of dissatisfaction about a service or the way they have been treated, requiring a response/action to be taken with a desired outcome.”

Learner Complaints

Informal Concern/Complaint

If a learner is unhappy about something related to their course or service received, they are advised in the first instance to notify someone from CVSBEH such as the tutor, designated person or project manager.

Many complaints can be resolved informally at the first stage through discussion with a manager from the learning provider. Informal complaints should be suitably resolved within one working day according to the provider’s complaints procedure.

Formal Complaint

If the complaint has not been resolved and/or the individual still feels dissatisfied, a formal complaint should be put in writing, dated and signed by the complainant.

Providers should notify CVSBEH of all formal complaints within 2 working days. These will be logged and will follow the CVSBEH External Complaints procedure.

Partners should follow the CVSBEH External Complaints procedure.

If the complainant is still dissatisfied with the outcome, they are entitled to contact the funding provider.

If the learner is dissatisfied with the actions of tutor or the providing organisation you also have the right to contact the Hertfordshire Adult and Family Learning Service.

Contact: HAFLS Head of Service.

Email: hafls@hertfordshire.gov.uk

Tel: 01992 556 194

HAFLS will follow the Hertfordshire County Council’s Corporate Complaints Procedure.

If you would like a copy of this policy, contact HCC’s Customer Service Team on 0300 123 4040.

HAFLS will work with the relevant HCC department to resolve this issue.

Learner Complaint Flow Chart

Learner wishes to report a concern

The learner should talk to someone from the learning organisation e.g. tutor, project manager

Refer CVSBEH's complaints policy, resolve within one working day.
Seek advice from HAFLS if necessary

If the learner is dissatisfied with how the complaint has been managed, they can contact HAFLS

HAFLS

hafls@hertfordshire.gov.uk

01992 556 194

Room 328, County Hall, Pegs Lane, Hertford, SG13 8DF HAFLS will follow the HCC Corporate Complaints Procedure.

If you would like a copy, please contact HAFLS

If learner still feels dissatisfied

Education & Skills Funding Agency
Email: complaints.esfa@education.gov.uk

The Complaints Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

If the complaint or concern involves HCC you can also contact the [Local Government Ombudsman](#).

0300 061 0614

Informal

Formal