



North Tyneside Council

**North Tyneside Council
Employment and Skills Service**

**Policy Information
Current Version 19/10/2022
Review Date 19/10/2023**

Compliments, Comments and Complaints Procedure

North Tyneside Employment and Skills Service encourage and welcome all feedback regarding our services. Feedback in whatever form will be used to continuously improve the quality of our service delivery. We make it as easy and accessible as possible for customers to provide feedback and we aim to give clear guidance on the process for providing feedback and the timescales that customers can expect to receive a response. All information provided is dealt with in confidence, but information will inevitably be shared for the purpose of investigating in the case of a complaint. This sharing of information will be within the limits of client consents provided.

The purpose of this policy is to set out our commitment to ensure there are clear guidelines for all learners, apprentices' partners and employers to make a compliment, comment or complaint, the timescales for dealing with this feedback and responding and the processes involved.

This policy covers all customers, employers, apprentices, schools, partners and learners who wish to provide feedback about the Employment and Skills Service.

Complaints about the assessment and accreditation of qualifications can found in the assessment and accreditation policy.

Process

What you should do

If you are unhappy with the standard of service you receive and wish to make a complaint please use the following process. We want to be able to resolve any issues and learn from what has happened. To register a compliment or comment you can also contact us in a variety of ways: post, email, website, face to face, using comments boxes available in our centres or telephone using the following contact details:

E-Mail: Curriculum.support@northtyneside.gov.uk

Telephone : (0191) 643 2288

Web: <https://skillsnorthtyneside.org.uk/contact/>

In writing:

Employment & Skills Service\Norham High School East Wing

Alnwick Avenue

North Shields
NE29 7BU

Compliments and Comments

Compliments and Comments will be logged and shared with the relevant members of staff they will not be used in any publicity or promotional material without the customer's consent.

Complaints

In the case of a complaint that cannot be resolved at the first point of contact, customers should give the following details

- Their contact details: name, email address, postal address and telephone number.
- Which activity does the complaint relate to?
- What is the problem? Give reference numbers if appropriate. Does the customer have officer names/ dates/ photos/ documents to support the complaint?
- What should we do to put things right? Ask the customer how we can resolve this for them.

What we will do

- Record your complaint and send you a receipt (through your preferred format) within two working days setting out the process it will follow and who will deal with your complaint
- Allocate your complaint to the appropriate person to investigate and respond
- Provide you with the relevant contact details of the investigating officer should you need to get in touch with us in the interim
- Tell you the likely timescales of the official response; normally within 10 working days
- Within the agreed timeframe respond to you in writing - clearly setting out the findings of any investigation
- Tell you about any action we'll take as a result of the findings
- Advise you what to do if you are not satisfied with the response

The information you provide will:

- Be recorded on computer
- Be treated by us as confidential under the requirements of the Data Protection Act and GDPR requirements.
- Where appropriate, used by us for the effective administration of official business and other official purposes
- In addition to the above Apprentices and Employers can contact the apprenticeship helpline regarding apprenticeship concerns, complaints and enquiries:

National Apprenticeship Helpline

Email: nationalhelpdesk@apprenticeships.gov.uk

Tel: 0800 015 0400

Or contact the ESFA:
ESFA Complaints Team
Email: ESFA.complaint@education.gov.uk
Complaints Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

Support
We can:

- Give you information in other languages and in different formats, such as large print
- Help you if you have problems with reading or writing
- Offer you an interpreter or translator
- Help you find independent advice

This policy is reviewed annually

