

COMPLAINT FORM

Please complete and hand to the tutor/post to Manager

Details of complaint?



## Complaints Procedure

### A guide to our complaints procedure



For more information or a question about this policy  
contact DCFL on 01442 251930 or email  
[policy@dcfl.org.uk](mailto:policy@dcfl.org.uk)



DCFL is a trading name of Hertfordshire Community Learning  
Charity Registration: 1164867

June 2017

### If we upset you – for whatever reason

All our staff, volunteers and tutors are committed to offering and maintaining a helpful and friendly service to all our learners. However, even in the best of organisations, sometimes things can go wrong. If this happens we want to know about it, to try and put it right, and to learn from it. A complaint can be made in writing by email or letter. We will also review evaluation forms, Individual Learning Plans (ILP's), and act on learner feedback. We also welcome your comments verbally, but will ask you to submit your complaint in writing.

### Local problems locally resolved

It is anticipated that, in normal circumstances, any issue will be taken up and discussed with the relevant volunteer, member of staff, tutor or manager immediately. Any issues that arise are often a matter of misunderstanding and can usually be resolved in a friendly way once they are aired and discussed.

### If you are still unhappy

If you are still unhappy please contact the Manager within four weeks of any issue arising. A form is printed on the back of this leaflet for you to use in this respect.

We will acknowledge receipt within five working days and will implement appropriate investigations. You should be aware that this may include interviewing yourself, relevant staff and any witnesses.

It is hoped that any such investigations will be completed within three working weeks. In any event you will be kept informed of progress.

### What next?

If you are still dissatisfied with any outcome you can write under "Strictly Confidential" cover to: The Manager, (or if the issue involves the Manager write to the Chair) Hertfordshire Community Learning, c/o Warners End Community Centre, Northridge Way, Hemel Hempstead, Herts. HP1 3QG. After all investigations are completed you will be advised in writing of the outcome and any decisions and actions taken.

### Anything else?

If the issues are not resolved to your satisfaction, and you were undertaking a HAFLS funded course, you can contact HAFLS on 01992 556194.

### Confidentiality

You can, if you wish, choose to keep your identity confidential. However, in some circumstances this may limit the investigation.



Name:
Address:
Post Code:
Day time telephone number:
Email address:

Have you raised this issue before? Yes <input type="checkbox"/> No <input type="checkbox"/> Date raised:
With whom?
What action would you like to see taken?
Do you wish your identity to remain confidential Yes <input type="checkbox"/> No <input type="checkbox"/>