

Waltham Forest Adult Learning - Skills Service Complaints Procedure

Waltham Forest Adult Learning– Skills Service has a two-stage complaints procedure, which you can use to complain about our services. All new complaints received by letter, phone, email, complaints form or in person will initially be dealt with at Stage 1 of our procedure. All complaints are confidential and are handled in line with the Data Protection Act 2018 (GDPR).

Stage 1 (Waltham Forest Adult Learning - Skills Service)

When we receive your complaint, we will record it and send you an acknowledgement letter within 3 working days of receiving the complaint.

The letter will include a reference number, the contact details of the person who will be responsible for investigating and responding to the complaint and the date by when we will issue a response to you.

We will issue a Stage 1 response letter within 20 working days from the date when we receive the complaint. If we cannot meet this deadline, we will write to advise you of the reason for the delay and provide you with a revised response date.

If you are unhappy with the response you can request that your complaint is looked at by a member of the Waltham Forest Adult Learning Service – Skills Senior Management Team.

Stage 2

If you are unhappy with our response at Stage 1, you can request an independent investigation of your complaint to be carried out on behalf of the Council's Chief Executive. To request this, you should contact the Council's Complaints Team within 28 calendar days from the date when you receive our Stage 1 response, clearly stating the reasons why you want to escalate your complaint.

You can contact the Complaints Team using any of the following options:

- a) By completing the online form at:
- a) <https://portal.walthamforest.gov.uk/en/Forms/Contact%20Us?noLoginPrompt=1>
- b) By writing to The Complaints Manager at Waltham Forest Town Hall, Walthamstow
E17 4JF
- c) By telephoning Waltham Forest Direct on 020 8496 3000, clearly stating that you wish to make a Stage 2 complaint; or
- d) By sending an email to: complaints@walthamforest.gov.uk. If you choose this option, please ensure that the e-mail is clearly marked "Stage 2 complaint".

Your Stage 2 complaint will be registered on the council's Customer Database and we will send you an acknowledgement letter within 3 working days of receiving your complaint.

The letter will include a reference number, the contact details of the Complaints Officer who will be responsible for investigating your complaint and the date by when you can expect a response.

We will issue a Stage 2 response letter within 25 working days from the date when we receive your complaint. If we cannot meet this deadline, we will write to advise you the reason for the delay and provide you with a revised response date.

When we issue our response, we will advise you of your right to escalate your complaint to the Local Government Ombudsman, if you remain dissatisfied with our response.