

WARWICKSHIRE ADULT AND COMMUNITY LEARNING SERVICE

Raising a Concern/Complaint**Context**

Warwickshire County Council is committed to creating a working environment of equality, respect, and inclusion where everyone can thrive and contribute to the community.

Our **values** are to be:

- High performing
- Collaborative
- Customer focused
- Accountable
- Trustworthy

While our workforce is diverse, our **behaviours** are what we have in common. They guide how we treat others, make our decisions and work on a day to day basis to improve our performance and the service we offer. Our behaviours mean that we:

- Do what we say
- Move with purpose and energy
- Focus on solutions
- Help people and communities to find their own solutions
- Build strong working relationships
- Are the best we can be.

As part of Warwickshire County Council, Warwickshire Adult and Community Learning Service upholds the WCC values and behaviours. We endeavour to work in partnership within and beyond our team

What is a 'concern'?

A 'concern' may be treated as an expression of worry or doubt over an issue considered to be important for which reassurances are sought. This is distinct from a complaint which may be generally recognised as an expression or statement of dissatisfaction

Warwickshire Adult and Community Learning Service takes informal concerns seriously and makes every effort to resolve the matter as quickly as possible. The well-being of those involved is a top priority at all times, and a range of support is available, if needed.

How to raise a concern

A concern can be raised in person, in writing or by telephone. A concern may also be raised by a third party acting on behalf of another, as long as they have appropriate consent to do so.

Concerns can be raised by team members, service users or partners.

Concerns should be raised with the Team Lead, Curriculum and Quality, richardheath@warwickshire.gov.uk. Acknowledgement of the concern will be made within 5 working days and the Service aims to respond in full within a further 10 working days. This may be verbally or in writing.

The Team Lead, Curriculum and Quality will seek to collaborate with all parties involved to explore the circumstances around the concern. Working in partnership is fundamental to the process. Adherence to the WCC

Concerns and Complaints v1 2023 – 2024	30/11/2023	To be reviewed	October 2024
Review by	Christina Osborne		

policies and procedures, as well as those pertaining to the Warwickshire Adult and Community Learning service, will be important in considering the concern.

Safeguarding

Concerns about safeguarding matters are handled under our Safeguarding policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH).

lado@warwickshire.gov.uk. Or you may wish to contact Adult and Community Learning's safeguarding officers, either Richard Heath on richardheath@warwickshire.gov.uk or Christina Osborne on christinaosborne@warwickshire.gov.uk.

Where a concern is not resolved

There will be occasions when complainants want to raise their concerns formally. In those cases, the complaints procedure will be followed. <https://www.warwickshire.gov.uk/complaints>

Process for raising a concern prior to a formal complaint

Concern is raised to Team Lead, Curriculum and Quality

Tram Lead, Curriculum and Quality

- Acknowledges concern has been received and outlines communication process and time frames to individual raising concern within 5 working days.
- Review concern and decides if there is a need to investigate further, investigates or identifies a suitable officer to investigate.

Investigation

- Tram Lead, Curriculum and Quality/Investigating officer discusses the concern with all parties unless it is of a safeguarding nature, in which case it is passed to the Local Authority Designated Officer (LADO)
- Accurate details are logged regarding the concern and the views of the parties involved
- Information is evaluated by Team Lead, Curriculum and Quality
- **Feedback:** Team Lead, Curriculum and Quality evaluation notes will summarise the concern, the information given by all parties, and present a proposed resolution or actions to be discussed with all parties.
- Aim is to complete this part of the process within 10 working days

Resolution Agreed

- Resolution actions are agreed and implemented
- Internal actions are implemented if required, e.g., *training, support to staff member, corrective advice, disciplinary procedure, change in approach*
- Concern paperwork finalised and held on file

Resolution is not reached

- Proceed to formal complaint procedure
- Concern paperwork finalised and held on file. Concern stage closed.
- Concern logged on WCC Dash

Follow up

- Team Lead, Curriculum and Quality sets a date to review the concern with the individual who raised it within 6 weeks
- Informal concern closed and logged as a 'comment' on the WCC DASH system

If a complaint is not resolved and goes to an appeal

If a complaint is about the **teaching or assessment received on an accredited course**, the complaint may be referred to the awarding organisation (such as Pearson). At the start of a course, where relevant, all learners are made aware of any formal qualifications they are working towards and the name of the awarding organisation.

Complaints may also be raised with the appropriate funding body for the course ie the [Education and Skills Funding Agency \(ESFA\)](#)

If the appeal is not to do with teaching or assessment on an accredited course then it must be directed to Judy Hallam, Delivery Lead by emailing judyhallam@warwickshire.gov.uk

Concerns and Complaints v1 2023 – 2024	30/11/2023	To be reviewed	October 2024
Review by	Christina Osborne		