

Complaints Policy

The Community Learning Service (CLS) believes in the right of our learners and visitors to complain, and indeed welcome complaints, as a valuable form of feedback about our services. We are committed to using information gained from complaints to help drive forward improvements to our service and to better meet the needs of learners and visitors.

For the purposes of this Policy, we have adopted the following definition of a complaint:

“A complaint is any expression of dissatisfaction about the service provided by CLS, a member of staff or someone acting on behalf of CLS.”

You may place a formal complaint in writing to:

Community Learning Service Manager, The Learning Place, 6 Derby Road, North End, Portsmouth PO2 8HH

or by email to thelearningplace@portsmouthcc.gov.uk.

CLS will follow these processes in the event of any complaint:

- Any formal complaint will be acknowledged within 5 working days.
- Complainants can expect a response or an update of the process within 10 working days.
- Where more than this time is required, the complainant will be given a new date for resolution with the interim response.

If you remain unhappy once you have received the response to your complaint, you can refer your complaint to the Portsmouth City Council Comments, Compliments and Complaints team by:

- Telephoning: 023 9283 4702
- Writing to: The comments, compliments and complaints team, Portsmouth City Council, Civic Offices, Guildhall Square, Portsmouth, PO1 2ZX
- Going online to <https://www.portsmouth.gov.uk/ext/the-council/transparency/comment-compliment-or-complaint.aspx> and completing the online form.
- Sending an email to ccc@portsmouthcc.gov.uk

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