

Complaints Policy

The Community Learning Service (CLS) believes in the right of learners and visitors to complain, and indeed welcomes complaints, as a valuable form of feedback about the service. Information gained from complaints is vital to help drive forward service improvements 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.”

There will always be a manager available at The Learning Place who can address any immediate concerns in an informal manner. Please ask at Reception if you wish to speak to a manager. Alternatively, a formal complaint can be made 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 formal 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 unhappy with the response, this can be revised by contacting Portsmouth City Council - Comments, Compliments and Complaints team by:

- Telephoning: 023 9283 4702
- Writing to: Portsmouth City Council, Civic Offices, Guildhall Square, Portsmouth, PO1 2ZX
- Completing the online form available on www.portsmouth.gov.uk
- Email: corporatecomplaints@portsmouthcc.gov.uk