



## CO. CAVAN VEC

### CAVAN ADULT LEARNING CENTRE AND COMMUNITY EDUCATION

#### COMPLAINTS PROCEDURE

Co. Cavan VEC Cavan Adult Learning Centre and Community Education, is committed to providing a high quality customer service. Our staff aim to deliver the best possible service to you in an effective, efficient and caring manner. However, if you are unhappy with the service you receive you should let the centre know as soon as possible. The following outlines the process through which we will address your concerns.

#### **What issues are covered?**

This procedure concerns complaints about delays, mistakes, poor customer service and instances where you did not receive the quality of service you feel you are entitled to. Please note that individual centres have specific policies and procedures regarding student admissions, discipline and other centre based issues. This procedure will not cover such issues.

#### **Standards for dealing with complaints**

- The complaint will be treated in a consistent, fair and transparent manner.
- In making a complaint there will be no implications for complainants in other dealings and contacts with the VEC.
- Correspondence about a complaint will be filed separately from other information held about the complainant in the VEC.
- An acknowledgement letter confirming receipt of a complaint will be issued within five working days of its receipt.
- The complaint will be investigated by a member of staff or appropriate representative other than those involved in the original decision or action.
- The complaint will be investigated and a reply sent within 20 working days of the receipt of the complaint or as soon as is practicable thereafter.

#### **How to make a complaint**

Co. Cavan VEC Cavan Adult Learning Centre and Community Education, has put in place the following procedure for dealing with complaints:

##### **Stage 1: Discuss with the Centre**

In the first instance, the complaint should be discussed with the Centre Head/ALO. The Centre Head/ALO will try to address the complaint and ensure that mistakes and/or misunderstandings are resolved.

## **Stage 2: Send complaint to the Centre in writing**

In the event of the matter remaining unresolved, the complaint should be forwarded to the Centre Head/ALO in writing.

To speed up the investigation of a complaint the following details should be provided in writing:

- Your name, address and telephone number
- The exact nature of your complaint
- The date of the occurrence
- The name of the section and, if appropriate, the official(s) with whom you were dealing
- Any other documentation or information relevant to the complaint

The Centre Head/ALO will investigate the complaint, taking into consideration all information and documentation. A reply will be sent within 20 working days of the receipt of the complaint or as soon as is practicable thereafter.

## **Stage 3: Contact the AEO (Adult Education Officer)**

If you are dissatisfied with the outcome of the review by the centre, the matter may be appealed, in writing, to the AEO (Adult Education Officer)

Co. Cavan VEC

Adult Education Officer- Fiona Maloney

Unit 4

1 Church View Square

Co. Cavan

\*This procedure was developed in October 2012