

# COMMUNITY LEARNING AND SKILLS

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## Like to tell us what you think?

We are proud of our services and would welcome feedback from you.

If you would like to make a compliment or comment on our service, or a particular part of our service, we would welcome and record this. Any comments will contribute towards ensuring that our customers receive an excellent service at all times.

To make a compliment or comment please talk to a member of staff or post a note in the box provided in main centres.

If you are dissatisfied with any aspect of our service please bring the matter to the attention of your tutor or local staff. If we cannot put things right or you are unhappy with our response please contact:

Centre Contact:

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Email: .....@kent.gov.uk

Telephone: .....

Mobile: .....

If you put your complaint in a letter, you can expect to receive an acknowledgement within 3 days of receipt and normally a full reply within 20 days. If your complaint raises complex issues that cannot be answered within 20 days we will still write to you to let you know of our progress. We will continue to keep you informed of progress at three-weekly intervals until we are able to respond fully to your complaint.

