

COMMUNITY LEARNING AND SKILLS

Our Commitment to Customers



1. We will treat all customers equally, fairly and respectfully, and do all we can to ensure that they are able to access services when and how they need to.

Our Learner Charter outlines what all our customers can expect from us in relation to safety, communication and standards. It also covers the responsibilities that we expect from our customers in relation to safety, behaviour and course administration.

A copy of the Learner Charter can found in all our centres and sites or via www.kentadulthoodeducation.co.uk

To view our terms and conditions, please visit

www.kentadulthoodeducation.co.uk/learning-with-us/course-fees-and-payment/terms-conditions

2. We will deal openly and honestly with customers; always taking the time to explain why CLS is taking a particular course of action; what the timescales are likely to be, and how the intended outcome will benefit the customer.

This will be achieved by ensuring that we have systems in place to monitor response times and take steps to improve where we are not meeting agreed timescales.

3. We will try to get things right first time and put things right as a matter of priority if they do go wrong.

If you are dissatisfied with any aspect of our service, in the first instance, 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 our Customer Relations Team at: CLSCustomerRelations@kent.gov.uk

You can expect an acknowledgement within 3 working days and a full reply within 20 working days. If your complaint raises complex issues that cannot be answered within 20 working days, we will keep you informed of progress until we can fully respond.

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4. We will listen to your ideas and use your feedback to improve our services.

We are always interested in your views about your experience of learning and working with us. Complaints, comments and compliments can help us improve the services we provide to all customers.

In your local centre, staff are on hand to help you and to answer any questions. There are also feedback forms available for your use.

You can also give your feedback to our Head of Service by emailing: CLSCustomerRelations@kent.gov.uk or by writing to:

Community Learning and Skills, Unit A-B London Road Trading Estate, London Road, Sittingbourne, Kent, ME10 1SX

Some courses have an end of course evaluation that we would ask you to complete. You are encouraged to participate in both the Ofsted and ESFA Learner Satisfaction surveys which are conducted annually.

We will endeavour to act upon customer feedback whenever possible.

