



Community Learning Complaints Policy 2025-2026

Organisation	Somerset Council
Title	Community Learning Complaints Policy
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Owner	Community Learning Team
Protective Marking	
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Responsibilities

Responsible	Beccy Brown
Accountable	Stephanie Dingle
Consulted	
Informed	

Version History

Revision Date	Author	Version	Description of Revision
July 2025	Stephanie Dingle	V 1	
September 2025	Stephanie Dingle	V 2	

This policy is intended to bring matters of concern to the attention of Somerset Council Community Learning Team and facilitate a timely investigation and address the concerns. The process provides the opportunity for feedback to enable the Community Learning Team to improve.

Principles and Scope

This policy is for use by learners on Community Learning programmes.

This policy aims to be clear and fair to all parties involved.

No complainant bringing a complaint under this policy should be treated differently by any member of staff from Somerset Council or one of our Community Learning delivery partners (CLP's). If there is evidence to the contrary, the member of staff may be subject to disciplinary action.

The individual making the complaint is encouraged to identify themselves. The Community Learning Team will have difficulty investigating anonymous complaints and will not be able to advise the complainant of the outcome or action taken. The Community Learning Team reserve the right to determine whether to investigate an anonymous complaint by considering the following:

- The seriousness of the issue raised in the disclosure
- The credibility of the concern
- How likely it is that the concern can be confirmed from an attributable source.

Definition

Feedback – compliments, comments or suggestions on how we can improve, but not necessarily requiring a formal written response.

Concern - A concern may be a worry or doubt over an issue considered to be important for which you seek reassurance.

Complaint - A complaint may be made by you, the learner, if you are unhappy with the service you have received or you have dissatisfaction about actions taken or lack of action.

Aims

To ensure all complaints are handled fairly, consistently and, wherever possible, resolved to the complainant's satisfaction.

Record Keeping and Monitoring

To ensure transparency and accountability, the Community Learning Team will maintain a central complaints log. This log will record:

- The nature of each complaint
- The date it was received
- Actions taken
- The outcome
- Any follow-up required

This information will be stored securely and in accordance with Somerset Council's data protection policies.

The complaints log will be reviewed quarterly to identify patterns, recurring issues, or areas for improvement. Insights gained from this analysis will be used to:

- Inform staff training and development
- Improve service delivery and learner experience
- Update policies and procedures where necessary
- Share anonymised learning with Community Learning Partners (CLPs) to promote best practice

Where appropriate, a summary of complaints themes and actions taken will be included in internal reports and shared with relevant stakeholders to demonstrate commitment to continuous improvement.

The Complaints Procedure (see Appendix 1).

How to raise a concern or complaint

You can raise a concern or complaint in person, in writing, by email or by telephone.

Concerns should be raised with your tutor unless it is directly about them, in which case you should raise it with their manager or Somerset Council's Community Learning Partner Manager.

There may be the occasion when you wish to raise your concern formally. In this case, please follow the Complaints Procedure Flowchart below.

Withdrawal of a Complaint

If you wish to withdraw your complaint, we ask you to do this in writing

Appendix 1 – Complaints Procedure.

