



Gogledd Ddwyrain Cymru
Dysgu Cymunedol i Oedolion

Adult Community Learning
North East Wales

NE Wales Adult Community Learning Partnership *Complaints Policy*

Information for Complainants

The NE Wales Adult Community Learning (ACL) Partnership is committed to dealing effectively with any concerns or complaints you may have. We aim to clarify any issues of which you may be unsure. If possible, any mistakes that may have been made will be rectified.

We aim to learn from mistakes and use the information to improve our services.

Timescales

Please visit the respective Council's website to access further information- details below.

Confidentiality

Please be assured that any complaint you make will be dealt with in the strictest confidence and only shared with staff or departments involved in dealing with your complaint. You can raise any complaint or concern anonymously, though by doing so you will not be able to receive any information on the findings of the enquiries

Your responsibilities

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a concern or a complaint.

We believe that you have the right to be heard, understood and respected, but also consider that staff have the same rights. We therefore expect you to be polite and courteous in your dealings with our staff. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.

Complaints Team contact details

Flintshire County Council
Further information: https://www.flintshire.gov.uk/en/Resident/Contact-Us/Concerns-and-Complaints.aspx Complaints form: https://digital.flintshire.gov.uk/EFTEST/Eform/Create?service=Concerns%20and%20Complaints#i
Wrexham County Borough Council
Further information: https://www.wrexham.gov.uk/service/contact/complaints-and-compliments Complaints form: complaints@wrexham.gov.uk