



Comments, Compliments And Complaints Policy

Most recent update: 15 September 2025

Scope

Cheshire West and Chester Council's (CW&C) Skills and Employment Service is committed to delivering the highest possible level of service to people living, working or training in the borough.

This means providing services that aim to meet the needs of local people and improving these services based on feedback from learners, programme participants, stakeholders and sub-contracted providers.

An essential part of this process is providing opportunities for people to share their views on our services. We then demonstrate that we listened to these views and where possible translate feedback into service improvement. This policy details feedback options for our service users.

We Welcome Your feedback

We always want to hear when things go well but on occasion we may get things wrong. If we do, we want to hear from you so that we can work together to put the matter right. Our aim is to prevent the problem happening again.

If you do wish to make a complaint, CW&C has both informal and formal processes to raise these. If you are on a learning programme or accessing one of our employment support programmes, your tutor or employment mentor will have explained the different ways that you can provide feedback. In the first instance, we hope that we can resolve any problems informally. You can also use the council's formal complaints procedures.

How Do I Make Contact To Complain, Make A Suggestion Or Provide A Compliment?

The first step is to tell your tutor or employment mentor. You don't have to wait until the end of the programme to complete the evaluation form, particularly if you are unhappy with an aspect of the service provided. What you have to say is important and we want to hear it at the earliest possible opportunity.

If you would prefer not to speak to a member of staff or would like to make a comment or complaint about one of the team or any other aspect of your programme, you may wish to speak to someone confidentially.

Confidential comments can be made directly to Cheshire West & Chester Council's Skills and Employment manager Matthew Smith, telephone: 07790 532840 or using the formal complaints process above.

Ofsted

For learners and staff involved in adult education, complaints can be made to Ofsted online, by email or by telephone on 0300 123 1231.

