



Tell Us What You Think

Our information sheets can be obtained in larger font from Regional Office or downloaded from our website www.wea.org.uk

Helping Us Improve

We are always pleased to receive compliments and complaints because they help us improve the learning and the learning support that we provide, both for you and other users. We're also interested in your ideas for improving what we do.

There are three main ways you can help us.

ONE: You may be contacted and asked to complete a short questionnaire about your learning experience and about the support and advice you have received. If so, you'll be provided with a FREEPOST envelope for returning it. (You don't have to give your identity unless you wish to).

TWO: You may be telephoned and asked a few questions about your learning experience, and about whether receiving support or information and advice has helped you achieve your goals.

THREE: You can make a complaint if you feel there is a problem. It helps if you talk to us first and give us a chance to put things right, but if you are still not satisfied, you can use the Complaints Procedure outlined on the next page. This enables the problem to be dealt with at a higher level in the WEA, or even by an objective external body.

If you would like more detailed information about our Complaints Procedure, contact your Regional Office who will be able to send you a copy.

If you'd like to comment on any aspect of our service, we also have a national Suggestions Line on 0800 013 1903, or you can email us on Suggestions@WEA.org.uk. We welcome your feedback.

How Will the Information be Used?

- We'll use the information you give us in two main ways:
- To find out what we're doing well and what we're not doing well, and then put things right if necessary
- To report back to the organisations that are responsible for overseeing the quality of the service we provide, or who provide our funding. In most cases, this will be the Learning and Skills Council (LSC) or the Adult Learning Inspectorate.



Confidentiality

Any personal information you give us is treated confidentially and with respect. Passing on personal information about you is protected by the Data Protection Act. You also have the right to see any records we hold about you.

The information we collect (such as your enrolment details or details of income) is ONLY used to help us provide you with a good service. We have to provide some details to the Learning and Skills Council because we are accountable to them for public funds, but if you have to complete any forms, we'll tell you why.

If we need to speak to colleagues or other agencies to provide you with information or support, we will ask your permission before passing on any personal information about you. The only exception is where there is a likelihood of someone being harmed - for example, for child protection purposes.

If you would like more detailed information about our Confidentiality Policy, contact your Regional Office.

Our Complaints Procedure

It helps if you complain straight away to the people involved, as they may be able to put things right immediately.

You can register a formal complaint by telephone, letter, fax or email. Give as much information as you can, including times, dates, places and names. Either contact your nearest Regional Centre, who will take down details, or contact the Regional Secretary directly.

You will get a first response within one week of receipt of your complaint, and a fuller response within four weeks.

Taking It Further

If you're still not happy, you can make an appeal, in writing if possible, to the WEA General Secretary (below). You can expect an acknowledgement within 7 working days of receiving your appeal. The General Secretary will then investigate further and provide you with a more in-depth response as soon as is reasonable.

The General Secretary
Workers' Educational Association
Quick House
65 Clifton Street
London, EC2A 4JE

In the very last resort you could make a complaint to your local Learning and Skills Council (LSC). However, LSCs won't deal with a complaint unless you have exhausted all the WEA complaints procedures first. Hopefully, we'll be able to put things right well before that.

