

Learner Complaint Procedure 2026-27



Our Newham Learning & Skills
Part-time adult education

Owner: Quality Lead

Next review: July 2027

Our Newham Learning and Skills

Learner Complaints Procedure

2026 – 2027

This policy is for learners enrolled on any course at Our Newham Learning and Skills (ONLS).

We want our learners to have the best possible learning experience while taking a course at ONLS and the feedback we receive tells us that almost all of the time that learners are very happy.

However, there may be occasions when things go wrong and you may not be happy with the service you have received leading to you wishing to make a complaint. ONLS takes every complaint seriously and we are committed to dealing with any complaint transparently, fairly and efficiently. ONLS will look into complaints following the steps set out below. Our commitment to learners is:

- To deal with complaints respectfully and following this procedure at every centre.
- To make every effort to settle complaints quickly and informally by putting things right or by explaining the situation.
- To keep in touch with the person making the complaint with updates on what we are doing.
- We will use complaints to help us to improve things at ONLS.
- We will keep all information about the complaint and the person making the complaint confidential and will only involve the staff directly involved.

Please note: if your complaint is about the outcome of a formal assessment, for example, a GCSE result, ONLS will follow the procedure set out by the Awarding Organisation in question.

Anonymous complaints

Complaints need to be investigated in order to address concerns raised. When a complaint is made anonymously, it is not possible to carry out an investigation. Therefore, no action will usually be taken when complaints are made anonymously, however, there may be circumstances when ONLS considers it appropriate to investigate an anonymous complaint. This will be at the discretion of ONLS.

The procedure for making a complaint:

Informal stage

Most problems can be sorted out by talking to your tutor. If you are not happy after speaking to your tutor, you can speak to your Curriculum Manager. You should do this *before* making a formal complaint as it is likely that your complaint can be resolved in this way

Formal stage

If you are not happy after following the informal stage outlined above, you should then take these steps. You may be unhappy with one of the following:

- The experience you have had as a learner at ONLS
- The behaviour of a member of staff
- The way you have been treated (for example, unfair treatment)
- Allegations of fraud or financial mismanagement

Stages of the formal complaints procedure:

1. **Stage 1:** Make your complaint through the online forms – you can find the link and the QR code in the Learner Handbook and at reception.
Your complaint will be passed on to the relevant manager who will deal with your complaint. We will respond to you within 10 working days of receiving your complaint unless there is a good reason why this cannot happen. ONLS hopes that most complaints will be resolved at this stage. The link to make a formal complaint and the QR code are here:

[Our Newham Learning and Skills: Learner Complaints Procedure 2026-27 – Fill in form](#)



2. **Stage 2:** If you are not happy with the response or the action we take after Stage 1 you can contact the Quality Lead to take the complaint further. Her email address is: sara.mccann@newham.gov.uk
At this second stage, the Head of Curriculum will look into your complaint and respond to you within 10 working days of the complaint being sent to them unless there is a good reason why this cannot happen. If you do not have a reply within 10 working days, we will let you know why and give you a new date for the response.
3. **Stage 3:** if you are still unhappy with the outcome, the Head of Our Newham Learning and Skills will review how your complaint was investigated and what the outcome was. The Head of ONLS will respond to you within 10 working days of the complaint being sent to them unless there is a good reason why this cannot happen. If you do not receive a response within 10 working days, we will let you know why and give you a new date for their response.

What happens if you have followed the stages above?

If you still feel that your complaint is not resolved, then you can report the problem to the London Borough of Newham. You can explain what has happened and the solution you would like via the following link:

[Make a complaint – Make a Complaint – Newham Council](#)

If you are not happy with the final outcome of your complaint, you can contact the Greater London Authority (GLA) if your course is funded by the GLA at the following email address: Skillscomplaints@london.gov.uk