



LETCWORTH EDUCATIONAL SETTLEMENT
229 Nevells Road, Letchworth Garden City, SG6 4UB
Registered Charity No 311085

COMPLAINTS PROCEDURE

Our commitment

We value our relationship with our learners and users. We are committed to providing a high quality experience to them and look for opportunities whenever possible to improve it. We do however realise that there are times when we might not get things right.

How to make a complaint

If you are unhappy about something at the Settlement, please contact the Manager in person or by email, telephone or letter. His contact details are:

Email:	manager@lethworthsettlement.org.uk
Telephone:	01462 682828 – please ask to speak to the Manager
Postal address:	Letchworth Educational Settlement 229 Nevells Road Letchworth Garden City SG6 4UB

Procedure

We will treat your complaint confidentially and seriously. All complaints will be recorded.

In normal circumstances you will receive an acknowledgement of your complaint, by email or letter, within five working days.

The Manager will then investigate your complaint and respond within ten working days on the outcome of the investigation and any action to be taken or being considered. If for any reason this deadline cannot be met, he will provide you with an interim update.

If a complaint is received outside of term time, please note that you may not receive a response until the next term starts.

Please also note that if you make an anonymous complaint, the Manager will not be able to investigate it.

If, after the Manager has responded, you are not satisfied with the outcome, please write to the Chair of the Settlement Trustees. They will report the matter to the next meeting of the Trustees who will decide on any further steps to resolve the situation. The decision of the Trustees will be final.

If you want to make a complaint about the Manager, please contact the Chair of the Trustees by email at chair@lethworthsettlement.org.uk, or by letter marked CONFIDENTIAL: FOR CHAIR.

Acting on results

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

Your views

We hope you agree that most of the time we do provide a good quality experience. We value all feedback from our learners and users and would also like to hear from you about what you think we do well. Please let us know what you think, good or bad, by using one of our feedback forms which are available in the Common Room. What you tell us helps us to make improvements.

Review date: November 2026