

Cheshire West & Chester Council

# Focus on Feedback

## Comments, Compliments and Complaints



### We're Listening – How to Contact Us

One of the most effective ways of judging our performance and our service is to listen to our learners and our partners.

If you wish to, there are several ways of contacting us and giving feedback at any time:

Telephone us: 0151 356 6767

Email us: [skillsandemployment@cheshirewestandchester.gov.uk](mailto:skillsandemployment@cheshirewestandchester.gov.uk)

Write to us:

Skills and Employment Service  
Cheshire West and Chester Council  
4 Civic Way  
Ellesmere Port  
CH65 0BE

We will acknowledge your communication within 2 working days and respond formally within 10 working days.

If you wish to communicate with us through the central council systems, go to [www.cheshirewestandchester.gov.uk](http://www.cheshirewestandchester.gov.uk). Go to 'Do it Online' and click on Report It. Click on Comments, Compliments and Complaints

Our inspectorate, Ofsted, would also like to hear your views on your learning experience with us and have a survey always open to learners. Please go to <http://www.learnerview.ofsted.gov.uk/> and follow the links

[www.cheshirewestandchester.gov.uk](http://www.cheshirewestandchester.gov.uk)



Cheshire West  
and Chester