

Career Connect

If you have a compliment, a complaint or a suggestion.

Career Connect works under a number of different brands. You may have come into contact with us as the National Career Service, Achieve North West Connect, Unlocking Potential, through your school or a number of different projects. However we interact, Career Connect wants to provide the best service possible for you.

Happily, most people are satisfied with the service we provide. Regrettably, some people may be disappointed.

Whatever you feel about the service we provide, Career Connect would like to hear from you. We use that information to improve the way we work, for you and for all our other customers.

Registering a complaint

If you are dissatisfied with the way you feel you have been treated, then in the first instance, please talk to your adviser. They may be unaware that you are unhappy, and can either explain their actions, or address them.

If talking to your adviser doesn't resolve the situation, you can make a formal complaint via one of the methods described below.

Compliments and suggestions

If you have been really pleased by the service you've received, or have a suggestion of how to improve what we do, please let us know.

Contacting Career Connect

The quickest way is via our web site, CareerConnect.org.uk, then click on "Find Us" at the bottom of the page, and then use the link to "compliments and Complaints". This will take you to a short questionnaire.

Alternatively, you can e-mail data.controller@careerconnect.org.uk.

If you don't want to use e-mail, you can send your complaint via post to QWS Team, Career Connect, 7th Floor, Walker House, Liverpool, L2 3YL.

Please include as much detail as possible, including dates, locations, names of people involved and what you want to happen as a result of your complaint.

We will acknowledge your message within 24 hours.