



Complaints Policy – Trafford Tuition

At Trafford Tuition, we are committed to providing high-quality educational services. We aim to ensure all students, parents, and stakeholders are treated fairly and respectfully. However, we recognise that, occasionally, concerns may arise. This policy explains how to raise a complaint and how we will respond.

1. Informal Resolution

Most concerns can be resolved quickly through open and honest communication. If you have a concern or minor complaint, please speak to us as soon as possible. We will always aim to resolve issues promptly and informally.

2. Making a Formal Complaint

If you are not satisfied with the outcome of the informal process, or if the matter is more serious, you may raise a formal complaint.

You can contact Tom Silver, the Designated Complaints Officer, by:

- Email: tom@trafford-tuition.co.uk
- Phone/WhatsApp: 07432 857021

Please include:

- Your name and contact details
- A clear description of your complaint
- Any relevant dates, times, or supporting information

3. How We Handle Complaints

We will:

- Acknowledge your complaint within 3 working days
- Investigate the matter thoroughly and fairly
- Provide a written response within 10 working days (or keep you informed if it takes longer)
- Offer a resolution or explain any actions taken

4. Appeals

If you are not satisfied with the outcome, you may request a review of the decision. This will be conducted by a senior member of our team who was not involved in the original investigation.

5. External Advice

If you feel your complaint has not been handled properly, you may contact Ofsted:

- Website: www.gov.uk/ofsted
- Phone: 0300 123 4666

6. Confidentiality and Record-Keeping

All complaints will be treated sensitively. We will maintain a written record of complaints, their outcomes, and the actions taken, as required by Ofsted.