



COMPLAINTS PROCEDURE

Joanna Leggett is the owner and sole trader of ABC Primary Tutoring.

In the event of any complaints, the process is as follows:

1. Raise your issue or complaint directly with Joanna, either in person, via telephone on 07958 079749 or in writing at abcprimarytutoring@outlook.com and she will work with you directly to find a satisfactory resolution.
2. If your complaint/ issue has not been satisfactorily resolved, you can forward your issue directly to Essex County Council at <https://www.essex.gov.uk/complaints>

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