

Tailored Tuition

Complaints Policy

1. Purpose

Tailored Tuition is committed to providing a high-quality service and values feedback from learners, parents, carers, schools, local authorities and other stakeholders. Where concerns or complaints arise, they will be taken seriously, considered fairly and managed promptly.

This policy explains how complaints can be raised and how Tailored Tuition will respond. It should be read alongside the Tailored Tuition Safeguarding Policy.

2. Raising a Complaint

Concerns should, wherever possible, be raised informally in the first instance, allowing the organisation an opportunity to resolve the matter quickly and effectively.

Where a concern cannot be resolved informally, or where the individual wishes to make a formal complaint, this should be submitted in writing to the Proprietor. Complaints should include sufficient detail to enable the matter to be investigated.

Complaints relating to safeguarding will be managed in accordance with the Tailored Tuition Safeguarding Policy and associated safeguarding procedures.

3. Managing Complaints

All complaints will be acknowledged promptly and investigated fairly, impartially and without unnecessary delay. Tailored Tuition will consider all relevant information before reaching a decision and will communicate the outcome, together with any actions to be taken, to the complainant where appropriate.

Where a complaint relates to the conduct of a member of staff or raises safeguarding concerns, appropriate safeguarding procedures will take precedence over this complaints process.

4. Confidentiality

Complaints will be handled sensitively and confidentially. Information will only be shared with those who need it in order to investigate or resolve the complaint, or where required by law or safeguarding responsibilities.

5. Review

This policy will be reviewed regularly to ensure it reflects current legislation, statutory guidance and best practice.