



Customer Complaints Policy

Responsibility for review of the policy	Date of approval	Date of review (annual)
Fay Morris	01.10.2025	31.09.2026

1.0 Who can make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at the Kernow Tuition. Any person, including members of the public, may make a complaint to [Kernow Tuition](#) about any provision of facilities or services that we provide. We will use this complaints procedure.

2.0 The difference between a concern and a complaint

A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.

A complaint may be defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action'*.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint's procedure. [Kernow Tuition](#) takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, you can approach any of the leadership team or if it is about them, they will refer you to another member of staff. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, [Kernow Tuition](#) will attempt to resolve the issue internally, through the stages outlined within this complaint's procedure.

3.0 How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

Concerns should be raised with either the Kernow Tuition director or leadership team. If the issue remains unresolved, the next step is to make a formal complaint.

Complaints against tutors should be made in the first instance, to Kernow Tuition director via the Newquay centre 12 Chi Teyrdelen, Stret Dor Wartha, Nansledan, Newquay, TR8 4RT or learn@kernowtuition.co.uk. Please mark them as Private and Confidential.

Complaints that involve or are about the Founder & Director should be addressed to Customer Service Manager, via the above address. Please mark them as FAO: Customer Service Manager, Private and Confidential.

For ease of use, a template complaint form is included at the end of this procedure.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

4.0 Anonymous complaints

We will not normally investigate anonymous complaints. However, Kernow Tuition Director, if appropriate, will determine whether the complaint warrants an investigation.

5.0 Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

6.0 Complaints received outside of term time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

7.0 Scope of this Complaints Procedure

This procedure covers all complaints about any provision of community facilities or services by Kernow Tuition other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
<ul style="list-style-type: none">• Matters likely to require a Child Protection Investigation	Complaints about child protection matters are handled under our child protection and

	<p>safeguarding policy and in accordance with relevant statutory guidance.</p> <p>If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH). LADO@Cornwall.gov.uk.</p> <p>MASH/ MARU: 0300 123 1116</p>
<ul style="list-style-type: none"> Whistleblowing 	<p>We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.</p> <p>The Secretary of State for Education is the prescribed person for matters relating to education for whistleblowers in education who do not want to raise matters direct with their employer. Referrals can be made at: www.education.gov.uk/contactus.</p> <p>Volunteer staff who have concerns about our service should complain through Kernow Tuition complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.</p>
<ul style="list-style-type: none"> Staff grievances 	<p>Complaints from staff will be dealt with under Kernow Tuition's internal grievance procedures.</p>
<ul style="list-style-type: none"> Staff conduct 	<p>Complaints about staff will be dealt with under Kernow Tuition's internal disciplinary procedures, if appropriate.</p> <p>Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.</p>
<ul style="list-style-type: none"> National Curriculum content 	<p>Please contact the Department for Education at: www.education.gov.uk/contactus</p>

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to

the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against [Kernow Tuition](#) in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

8.0 Resolving complaints

At each stage in the procedure, [Kernow Tuition](#) wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

9.0 Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

10.0 Stage 1

Formal complaints must be made to Kernow Tuition Director (unless they are about the this person), via the Kernow Tuition Centre. This may be done in person, in writing (preferably on the Complaint Form), or by telephone.

The Director will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within [3](#) working days.

Within this response, the Director will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Director can consider whether a face to face meeting is the most appropriate way of doing this.

During the investigation, the Director (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish

- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation, the Director will provide a formal written response within 5 working days of the date of receipt of the complaint.

If Kernow Tuition Director is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Kernow Tuition will take to resolve the complaint.

The Kernow Tuition Director will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

11.0 Stage 2

If the complainant is dissatisfied with the outcome at Stage 1, they can submit a grievance appeal. The complainant must submit an appeal letter within one week of receiving the grievance outcome, setting out their detailed grounds of appeal.

The newly assigned complaints co-ordinator will be assigned by a member of the leadership team not previously involved in the complaint, to ensure impartiality. A meeting will be organised with the complainant within two weeks. The manager considering the appeal will investigate the concerns raised in the grievance, the reasoning behind the grievance outcome, and the complainants' points of appeal. The grievance appeal outcome will be provided to the complainant within two weeks of the grievance appeal meeting. This may be extended by the mutual agreement of the parties. The decision at the appeal stage is final and the grievance cannot be progressed further under this procedure.

12.0 Next Steps

If the complainant believes Kernow Tuition did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 2.

The complainant can refer their complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to:

Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD.

13.0 Complaint Form

Please complete and return to [Fay Morris \(Kernow Tuition Manager\)](#) who will acknowledge receipt and explain what action will be taken.

Your name:
Child's name (if relevant):
Your relationship to the child (if relevant):
Address: Postcode: Day time telephone number: Evening telephone number:
Please give details of your complaint, including whether you have spoken to anybody at Kernow Tuition about it.

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

14.0 Roles and Responsibilities

14.1 Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with Kernow Tuition in seeking a solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

14.2 Complaints Co-ordinator

The investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
 - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
 - interviewing staff and children/young people and other people relevant to the complaint
 - consideration of records and other relevant information
 - analysing information
- liaising with the complainant and others involved as appropriate to clarify what the complainant feels would put things right.

The investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond
- prepare a comprehensive report that sets out the facts, identifies solutions and recommends courses of action to resolve complaints raised.

15.0 Other responsibilities of Kernow Tuition.

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints,

education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)

- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible
- collate any written material relevant to the complaint (for example; stage 1 paperwork, Kernow Tuition and complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale
- both parties are asked to provide any additional information relating to the complaint by a specified date in advance of the meeting
- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy
- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR.
- the meeting is minuted
- the meeting must be independent and impartial, and should be seen to be so
- the aim of the meeting should be to resolve the complaint and achieve reconciliation between Kernow Tuition and the complainant.

We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations.

- many complainants will feel nervous and inhibited in a formal setting
Parents/carers often feel emotional when discussing an issue that affects their child.
- the welfare of the child/young person is paramount.