

Feedback & Complaints Policy

Supporting open, honest communication in all tutoring relationships



1. Purpose

At Eos Training & Tuition, we aim to provide high-quality, supportive tutoring in a safe and respectful environment. We value your feedback and are committed to resolving any concerns promptly and fairly. This policy outlines how students and parents/guardians can give feedback or raise a complaint.

2. Feedback

Informal Feedback

- We welcome feedback at any time—positive, constructive, or otherwise.
- You may share your thoughts in person at the end of a session, via email, or during scheduled progress discussions.

Formal Feedback

- For more structured input, parents/guardians may request a progress review meeting or provide written feedback.
- We review all feedback carefully to improve our services and student experience.

3. Complaints

Step 1: Raise the Concern Informally

- If you have a concern, please speak to the tutor directly as soon as possible.
- In many cases, a simple conversation can clear up misunderstandings or resolve issues quickly.

Step 2: Submit a Formal Complaint (If Needed)

If the issue is not resolved informally:

- Submit your complaint in writing by email or letter.
- Include the nature of the complaint, relevant details (dates, session times, etc.), and your desired outcome.

Contact:

- **Email:** cathy@eostuition.co.uk

(Written complaints may also be handed in at the tutoring location.)

Step 3: Review & Resolution

- Your complaint will be acknowledged within **2 working days**.
 - A full response will be provided within **7 working days**, outlining any actions taken or proposed.
 - Where needed, a follow-up meeting may be arranged to ensure resolution.
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4. Confidentiality

- All complaints will be handled with discretion and professionalism.
 - Only those directly involved in resolving the issue will be informed of the details.
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5. Commitment to Improvement

- Every piece of feedback—positive or negative—is a chance for us to grow.
 - Repeated or serious complaints will be reviewed internally and may lead to policy, scheduling, or service changes.
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Your voice matters. We're committed to creating a tutoring experience where concerns are heard and addressed respectfully and promptly.

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