

**Complaints Policy**

**Corryn’s SEN Tutor**

**www.corrynsentutor.com | c.sinclair@corrynsentutor.com**

**1. Purpose**

This policy sets out how Corryn’s SEN Tutor will handle complaints or concerns raised by students, parents/carers, or commissioning authorities. I am committed to providing a high standard of education and support, and welcome feedback—positive or negative—to improve my practice.

**2. Scope**

This policy covers all aspects of tutoring provision, including:

* Teaching quality or professionalism
* Communication and administration
* Behaviour or safeguarding concerns
* Accessibility of provision
* Compliance with policies (e.g. data protection, safeguarding)

**3. Principles**

* Complaints are taken seriously and handled sensitively.
* Complaints are resolved fairly and as quickly as possible.
* Complaints are recorded and monitored to improve services.
* Complainants are treated with respect and will not face discrimination or retaliation.

**4. How to Raise a Complaint**

Complaints can be raised in writing or verbally by:

* Email: c.sinclair@corrynsentutor.com
* Phone: Available on request

Please provide:

* Your name and contact details
* Details of the complaint, including dates and times where relevant
* Any steps already taken to resolve the issue

**5. Informal Resolution**

Many concerns can be resolved informally. I encourage you to raise issues as soon as they arise so I can work with you to find a quick solution.

**6. Formal Complaints Process**

If an informal resolution is not possible or appropriate:

1. Acknowledgement – I will acknowledge receipt of your complaint within 3 working days.
2. Investigation – I will review the details of the complaint, which may include:
   * Speaking with you to clarify points
   * Reviewing relevant records or policies
3. Outcome – I will respond in writing within 10 working days of acknowledging the complaint, setting out:
   * My findings
   * Any actions taken or proposed
   * Your right to escalate the complaint if dissatisfied

**7. Escalation**

If you remain unhappy with the outcome, you may escalate your complaint to:

* The commissioning local authority (if tuition is funded by them)
* Professional bodies or regulatory authorities (e.g. Local Authority Designated Officer if it relates to safeguarding)

**8. Record Keeping**

All complaints are logged securely and retained in line with my Data Protection Policy. Records are kept confidential and only shared where necessary to investigate or resolve the complaint, or if required by law.

**9. Monitoring and Review**

Complaints are reviewed periodically to identify patterns or areas for improvement. This policy will be reviewed annually or sooner if legislation or circumstances change.

Policy owner: Corryn Sinclair

Last reviewed: July 2025

Next review due: July 2026