

Achieve in Science – Complaints Policy

1. Purpose

At Achieve in Science, we are committed to providing high-quality online tutoring that supports students in reaching their academic potential. We value feedback and take complaints seriously, as they help us improve our services and ensure that all students, parents, and guardians feel respected and supported.

2. Scope

This policy applies to all students, parents/guardians, and other individuals who engage with Achieve in Science's services.

3. What is a Complaint?

A complaint is any expression of dissatisfaction about:

- The quality of tutoring or learning support.
- The conduct of a tutor or staff member.
- Communication or administrative processes.
- Any other aspect of the service provided by Achieve in Science.

4. How to Make a Complaint

We encourage issues to be raised informally first, as many concerns can be resolved quickly. If the matter is not resolved, a formal complaint can be made.

Informal Stage

- Raise your concern directly with the tutor or staff member involved, if appropriate.
- If unresolved, contact the Achieve in Science support team by email: achieveinscience@outlook.com

Formal Stage

- Submit your complaint in writing, including:
- Your name and contact details.
- Details of the complaint (what happened, when, and who was involved).
- The outcome you are seeking.
- Formal complaints should be sent to: achieveinscience@outlook.com

5. How We Handle Complaints

- Acknowledgement: We will acknowledge receipt of your complaint within 5 working days.
- Investigation: The complaint will be reviewed by a Director.
- Response: A written response will be provided within 20 working days. If more time is needed, we will explain why and provide an expected timeline.
- Outcome: We will outline a summary of actions to be taken and, if applicable, any remedies offered.

6. Escalation

If you are dissatisfied with the outcome of your complaint, you may request a review by the Director of Achieve in Science. The Director's decision will be final.

7. Confidentiality

All complaints will be handled sensitively and confidentially, in line with data protection requirements.

8. Continuous Improvement

We review all complaints on a regular basis to identify trends and make improvements to our services.

September, 2025.