EDUCATION REVOLUTION UK – CONCERNS & COMPLAINTS POLICY

Last updated 23rd November 2024

OUR SERVICE

We always strive to provide the highest quality of service at every stage of the tutoring journey. The wellbeing of all the children we work with is our paramount concern and we tailor our tuition services to meet their individual needs.

We aim to work closely with all our parents to constantly improve our tuition and service. We welcome suggestions on how to improve and will give prompt and serious attention to any concerns and complaints.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. It is important that any concerns are raised as soon as possible, in line with the informal process. If this does not achieve the desired result, or if the matter is not appropriate for an informal process, we have a clear formal procedure for dealing with your complaints.

We aim to bring all complaints regarding the running of our services to a satisfactory conclusion for all of the parties involved. We aim to learn from all matters raised with us for the benefit of all the children using our services, their parents / guardians, our tutors and our staff.

PROCEDURE

Informal Process

If you have a concern that can be dealt with informally you should discuss this first on a confidential basis with your child's tutor or the member of staff concerned. They will work with you to clarify the problem, investigate it if necessary, and from there take action to resolve the issue that you have raised.

Formal Process

If you are not satisfied with the response from the informal stage, or if you have a concern which is too serious to be raised at an informal level, you should raise your concern in writing to sarah@educationrevolution.co.uk.

Sarah Ockenden (owner of Education Revolution UK) will meet with you to discuss your complaint and following this, carry out an investigation into the issues that you have raised if necessary.

Sarah Ockenden will meet with you again if necessary and write back to you to confirm the outcome of the formal complaint process. This will be within 28 days of the first meeting with you.

Documentation

An agreed written record will be taken of the main discussions, any decision taken and /or agreed action(s) for all complaints within the formal stages. All of the parties present at the meeting should sign the record and receive a copy of it. Education Revolution UK will maintain a copy of this confidentially and in line with all Data Protection Act requirements (see our GDPR policy for more information).