

Teachwise Tutoring (EDU) LTD

Complaints Procedure

Definitions

Concern

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

Complaint

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 this procedure. Teachwise Tutoring takes concerns seriously and will make every effort to resolve matters as quickly as possible.

If people wish to raise their concerns formally, Teachwise Tutoring will attempt to resolve the issue internally, through the stages outlined in this procedure.

How to Raise a Concern or Make a Complaint

- A concern or complaint can be made in person, in writing, or by telephone within 30 days of the issue arising.
- These should be directed to the Director, Joshua Howarth, or to the Teachwise Tutoring office responsible for the tuition.
- For ease of use, a complaint form template is available upon request.

Scope of this Complaints Procedure – Exceptions

This procedure covers all complaints about any provision of tutoring by Teachwise Tutoring, other than complaints that are dealt with under other procedures, including:

Exceptions

Who to Contact

Matters requiring a child protection investigation

Complaints about child protection matters are handled under our Safeguarding Policy. Serious concerns should be raised with the Designated Safeguarding Lead (DSL) immediately.

Whistleblowing

Follow the internal Whistleblowing Procedure.

National Curriculum content

Please contact the Department for Education:
www.education.gov.uk/contactus

Resolving Complaints

At each stage, Teachwise Tutoring will seek to resolve the complaint. If appropriate, we may:

- Provide an explanation.
- Acknowledge that the situation could have been handled differently.
- Give an assurance that the event will not recur.
- Outline steps taken (or planned) to prevent recurrence, with timescales.
- Review policies in light of the complaint.
- Offer an apology where appropriate.

Withdrawal of a Complaint

If a complainant wishes to withdraw their complaint, we will request that they confirm this in writing.

Stage 1

- The complaint will be recorded and acknowledged in writing within **five working days**.
- We will clarify the nature of the complaint, what remains unresolved, and the desired outcome.
- If necessary, we will interview those involved (with notes kept of meetings/interviews).

- A formal written response will be provided within **10 working days** of receipt.
 - If this deadline cannot be met, we will provide an update and revised response date.
 - The response will explain the decision, the reasons behind it, and any necessary actions to resolve the issue.
 - Complainants will be advised on how to escalate their concerns if they are dissatisfied.
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Stage 2 (Final Stage)

- If dissatisfied with Stage 1, the complainant may escalate to Stage 2 — a meeting with the Director (or a senior manager appointed by Teachwise).
- Requests to escalate must be made within **five working days** of receiving the Stage 1 response.
- The complaint will be acknowledged within **five working days**.
- A meeting will be arranged within **ten working days**.
- A written response will be provided within **five working days** of the meeting.
- This will confirm the outcome and reasons.

Record Keeping

- All complaints will be logged in a central register.
- Records will include actions taken, outcomes, and any changes made as a result.
- Records will be retained in line with our Data Protection & Privacy Policy.

Joshua Howarth
Director & Designated Safeguarding Lead
Teachwise Tutoring (EDU) LTD

