

# Complaints Policy



**Date of Approval:** 05 June 2025

**Signed:** Ruth Minhall

**Position:** CEO

**Next review:** 04 June 2026

## STATEMENT OF POLICY

Your views are welcomed. In the spirit of true partnership between home, Tuition Extra and the community, you are encouraged to say what you think should go on within Tuition Extra. Tuition Extra aims for high standards but sometimes things can go wrong, or expectations are not met.

We recognise that sometimes things do not go as well as we would all like and parents, carers and members of the public may need to make a complaint or raise concerns they have with the Service. This policy guides you in what to do if this happens.

### Informal Stage

If you have a complaint/issue about any situation concerning your child, you should address this with your child's tutor in the first instance. This communication can be done in person, by phone, by email or in a written letter. It is often best to pre-arrange a time to pop in if the complaint involves a longer discussion, so that adequate time can be allocated to listen to your concerns. Most concerns and issues can be dealt with immediately and resolved.

If you are not happy with the resolution, you may then ask to speak to a more senior member of staff who will in turn seek to address the issues.

### Formal Stage 1

If you are unhappy with the resolution to your complaint from the senior member of staff then you may decide to refer your complaint to the CEO, Ruth Minhall. You should outline your concerns, in writing, giving an overview of the actions to date. If you need support with this you may make an appointment to come in and make a verbal formal complaint, this will be with a member of staff who will record your concerns and ask you to check the accuracy of their record.

Resolution meeting: The CEO (or senior member of her team) will contact you by phone to discuss the matter within 7 days of your complaint. Arrangements will be made for you to come in to attend a meeting with them and any other relevant parties, the aim of the meeting is to resolve the issues as quickly as possible.

At the meeting, all parties will have time to discuss their concerns and suggest ways to resolve the matter, all parties in the meeting will make an agreement together as to an acceptable outcome. This agreement and any actions will be recorded in writing and you will be provided with a copy.

If the matter is complex, it might require investigation with other staff, students or parents/carers, before the resolution meeting. It is always

intended that this investigation be concluded within 10 working days. If for any reason this time scale cannot be met the CEO will communicate this to the complainant, setting out the expected timescale would be set.

If the complaint is about the CEO then the complaint should be dealt with under Formal Stage 2.

## **Formal Stage 2**

After meeting with the CEO (or a senior member of her team), if the parent, carer or member of the public is still unhappy with the outcome of the complaint, write to:

The Independent Education and Boarding Team, Department for Education, Level 3, Bishopsgate House, Feethams, Darlington, DL1 5QE.

Or to:

The Secretary of State, Department for Education, Castle View House, East Lane, Runcorn, WA7 2GJ

If a complaint is not from a parent/carers of a student of the Service (an example being a member of the public) these should be made directly to the CEO, preferably in writing.

All complaints will be recorded formally, by HR in a central log, which will indicate at which stage the complaint was resolved.

All correspondence, statements and records of complaints are to be kept confidential. Parents and members of the public may request details of the number of complaints registered under the formal procedure during the preceding academic year. If, once the entire process has been followed in line with this policy, parents are not satisfied that their complaint has been handled properly, then representation should be made to the DFE via GOV.UK, using the on-line form under the section 'Taking the Complaint Further'.

It should be noted that education services and schools do not need to consider complaints made more than six months after the incident/situation.

If a complaint is made about an issue that is over six months old the CEO will write to the complainant explaining that this is the case.

As a service which wholeheartedly supports restorative justice practices, it is our aim to resolve complaints and issues in a supportive manner which allows both parties to move on positively.

All complaints will be addressed using these embedded principles where appropriate.