



Complaints Policy & Procedures

The policy of Preston Tuition Ltd is to work in partnership with parents, carers and students. It is based on the belief that co-operation and a sense of joint purpose between the tuition centre staff, tutors, parents, carers and students will assist in ensuring open and positive relationships.

Parents or members of the public may express concern or make a complaint, either verbally or in writing, about some aspect of the conduct/operation of Preston Tuition Ltd, the conduct of a member of staff, tutor, or student. Preston Tuition Ltd will always give serious consideration to concerns and complaints that are brought to its attention. Where possible complaints will be resolved informally.

Serious complaints or allegations relating to the abuse of children, assault, criminal or financial matters are also subject to separate procedures. (*i.e. safeguarding*)

● **The Complaints Procedures**

(i) Informal stage

Preston Tuition Ltd will seek to resolve concerns and complaints informally with the member of staff, tutor, or student concerned. However, if that does not resolve the problem then the matter should formally be brought to the attention of the Director, Danny Garratt. The Director will then seek to resolve the matter and will: acknowledge the complaint; make enquiries to establish the facts; seek advice as appropriate; attempt to resolve the matter informally; establish whether or not the complainant is satisfied; advise complainants of the next stages if they wish to proceed to a formal consideration of the complaint; make a brief note of the complaint and the outcome. This stage would normally be expected to be completed in 20 working days.

A complainant wishing to proceed to the formal stage of the procedure should normally notify the Director of Preston Tuition Ltd within 5 working days of being notified of the outcome of the informal stage.

(ii) Formal Stage

Where an informal complaint has not been resolved to the satisfaction of the complainant or the complainant has indicated they wish to go straight to the formal stage the Director will: ensure the complainant is aware of the procedures, require a written record of the complaint (someone else may write this on behalf of the complainant), formally acknowledge the complaint, seek advice as appropriate if the complaint concerns a member of staff, inform them and provide them with a copy of the complaint, arrange for a full investigation of the complaint prepare a report as a result of the investigation and consider actions to be taken, advise the complainant of the outcome.

Where it is considered no further action is needed or the complaint is unsubstantiated, the complainant should be advised, in writing. They should also be informed of their right to appeal the decision within 10 working days; to make a record of the complaint and its outcome, this should be retained for Preston Tuition Ltd records. This stage would normally be expected to take no more than 5 working days.

(iii) Appeals Stage

Any appeal must be made in writing to the Director of Preston Tuition Centre and will: consider the written materials, consider the complaint and invite the complainant to the meeting to seek advice and support as necessary. At the end of their consideration the Director will: determine whether to dismiss or uphold the appeal in whole or part, decide on appropriate action, advise the complainant of their decision and advise the complainant of any further action they could take if they remain dissatisfied.

● Withdrawal of a complaint

If the complainant wishes to withdraw their complaint, they will be asked to confirm this in writing.

● Complaints Record

Preston Tuition Ltd will maintain a written record of all formal complaints, how they were dealt with and the outcome in a complaints register.

● Serious allegations or complaints

- If the allegations refer to criminal activity which may require the involvement of the Police.
- If the allegations relate to the abuse of children, the Director should seek the advice of the Local Authority Designated Safeguarding Officer and other agencies such as Children's Social Care. Serious allegations of this nature must be referred under Child Protection Procedures to Children's Social Care.

Should you feel that your complaint has not been adequately dealt with, has not been resolved to your satisfaction, or that you cannot approach the staff at the centre to make your complaint, then it is your right to raise any concerns that you may have with Ofsted. The contact number to call to raise any concerns that you may have is 0300 123 4666

Or alternatively you can submit your complaint in writing to
Applications, Regulatory and Contact (ARC) Team
Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD