



Complaints Policy Home-School Tutoring Hertfordshire & Cambridgeshire Ltd

The wellbeing of all the children and young people who we provide tuition for is our paramount concern and central focus. We aim to work closely with all our parents, carers or guardians as well as schools and Local Authorities to constantly improve our service. **We welcome suggestions on how to improve our service and will give prompt and serious attention to any concerns or complaints.**

The difference between a concern and a complaint

1. A concern may be defined as *‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’*
2. 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. Most issues can be resolved informally, without the need to use the formal stages of the Complaints Procedure. It is important that wherever appropriate concerns are raised **as soon as possible**. Home-School Tutoring takes concerns seriously and will make every effort to resolve the matter as quickly as possible. If you have difficulty discussing a concern with a particular member of the team, we will respect your views. You can approach any member of the team. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important. We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Home-School Tutoring will attempt to resolve the issue internally, through the stages outlined within this Complaints Procedure.

SCOPE OF THIS POLICY

This Complaints Procedure covers all complaints regarding services provided by Home-School Tutoring. However, it does not cover complaints that are dealt with under other statutory procedures, including those listed below:

Complaints about the tutors	Complaints about tutors will be dealt with internally, if appropriate. Complainants will not be informed of any action taken against a tutor as a result of a complaint. However, the complainant will be notified that the matter is being addressed. Clients will always be offered a change of tutor if they are unhappy.
Matters likely to require a Child Protection Investigation	Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with

We recognise that every child is unique.



	relevant statutory guidance. If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH).
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PROCEDURE

Stage 1: Informal Process

If you have a concern that can be dealt with informally you should discuss this first on a confidential basis with a tutor or another member of our team. They will work with you to clarify the issue, investigate it if necessary and from there to resolve the issue. They will act, where appropriate, to correct the issue that you have identified.

Stage 2: 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 or complaint in writing to the Head of your local Home-School Tutoring branch:
Sarah Jones, Home-School Tutoring Hertfordshire & Cambridgeshire Ltd

Sarah Jones (owner of insert Home-School Tutoring Hertfordshire & Cambridgeshire Ltd) will acknowledge your letter within 5 working days. Following this, they will carry out an investigation into the issues that you have raised, if this is applicable. Sarah Jones will write back to you to confirm the outcome of the formal complaint process. This will be within 28 days of the first meeting/telephone discussion with you.

We truly aim to resolve any complaints. Our Complaints Policy does not impact your Statutory Rights:

- Citizens Advice
Telephone: 0808 223 1133
Welsh language: 0808 223 1144
Monday to Friday, 9am to 5pm
- www.gov.uk/consumer-protection-rights

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