

TOP MARK TUTORIAL

Complaints Policy & Procedure

INTRODUCTION:

The Concerns and Complaints policy is designed to deal with the concerns and complaints of parents relating to their children, as well as all members of the public in matters relating to any provision of facilities or services that we provide, in the most effective manner and in the shortest time possible.

All complaints will be treated as expressions of genuine dissatisfaction and all complaints raised can be expected to be treated fairly and in accordance with this procedure.

Parents are entitled to raise concerns about anything that affects their child's education, wellbeing or behavior, such as:

- Child's progress
- Behavioral issues
- Any incident reported by the child
- Homework
- Other relevant issues

RAISING CONCERNS:

Minor concerns or enquiries relating to your child can be raised directly with the class teacher when collecting the child after completing their lessons. However, this should be a brief conversation not taking more than a few minutes and with consideration for the teacher's after their duties. This procedure must not be used frequently, as recurring issues need to be dealt with by following the official complaints procedure. The parents may arrange an appointment with the teacher to discuss any concerns they have about their child. We will aim to arrange this **within a week** depending on the urgency of the matter.

- The teacher may also request a parent to arrange an appointment if he/she is unable to address your query immediately or feels that it is of an important nature.
- The tuition management needs to be aware of all meetings arranged between parents and teachers and may have a representative attend the meeting.

After meeting with the teacher, should the parent or any other complainant remain unsatisfied or would like to take the matter further, they should engage the tuition Centre official complaints procedure.

COMPLAINTS PROCEDURE PROTOCOL

For the effective use of the complaints procedure, complainant and the tuition Centre must adhere to the following:

1. All complaints are dealt with in **STRICT** confidence. Only those members of staff concerned and the tuition Centre management will be aware of the complaint.
2. Complainants are also under a contract to respect the tuition Centre's confidentiality and not discuss the complaint with any other party. Failure to follow the correct procedure will be taken as a violation of contract between the parents and the tuition Centre.
3. Complainants are not allowed to contact tuition staff outside of tuition hours.

STAGE 1: INFORMAL STAGE

Complainants should contact the tuition Centre informally to discuss the matter of concern with the teacher (or reception where complaint is regarding the tuition Centre).

- All matters are taken seriously and all efforts will be made to resolve them amicably and in the shortest time possible.
- The complaint will be recorded in the Complaints file by the teacher.
- Management will be made aware of the complaint and informed of any meeting arranged between the teacher and parent.
- The Centre manager or a member of the internal management team may choose to attend the meeting.
- **The tuition Centre aims to handle all issues within 5 working days from the initial complaint.**

STAGE 2: FORMAL STAGE

If the matter is unresolved after discussions with the teacher, complainants should formally write to the Centre manager outlining the details of the complaint.

- Two members of the Centre internal management team will then take the matter up with the class teacher or appropriate member of the staff concerned.
- **They will invite the complainant(s) for a meeting with the class teacher or member of staff concerned within 10 days of receiving the letter of complaint.**
- The matter is then followed up with action points to resolve the complaint and targets are agreed with all parties concerned.
- The Centre manager will follow this up ten days after the targets have been agreed.
- Complainants will be invited back after the follow up to see if the matter has been resolved or if other measures need to be taken.

STAGE 3: PANEL STAGE

If complainants are still unsatisfied with the response to their complaint, the complaint will be heard by a panel of three persons who are not directly involved in the matters detailed in the complaint and at least one of the panel members being independent of the management and running of the tuition Centre.

- At this hearing, complainants are permitted to attend and bring their own representative or choose an independent representative.
- The complaint will be investigated by the independent representatives, with appropriate course of action undertaken to resolve the matter.
- **The tuition Centre aims to handle all issues within six weeks from the initial complaint.**

WRITTEN RECORDS:

The panel will make written records of their findings and recommendations. Copies of these will be given to the complainant and Centre manager. They will be made available for inspection on the Centre premises by the Centre manager. Where relevant, a copy may also be given to the person complained about. A written record of all complaints will be kept in the complaints file. Details of whether the complaints were resolved during the preliminary stage or whether the complaint proceeded to a panel hearing will also be recorded. These will be analyzed to further improve proceedings.

All correspondence, statements and records of complaints are strictly confidential. However, this does not apply to the requirement of the Centre to provide parents and other interested parties with information about the number of complaints registered under the formal procedure during the preceding year, or to inspectors conducting inspection under section 109 of the 2008 or to the Secretary of State, should they ask for access to such records.

Details of the number of complaints registered under the formal procedure during the preceding academic year will be made available to parents and others upon request.

Handling complaints during the coronavirus (COVID-19 outbreak):

Tuition Centre will not handle new or existing complaints while closed/partially closed during the coronavirus outbreak. However, Centre will engage with parents and pupils where ever possible.

Please contact your local council or call the police on 101 if you're told a child is at risk.

Date Policy Reviewed: 15/12/2020

Print Name: Atif Najab

Position: Centre Manager

Next Review Date: September 2021