



## **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'*. These include allegations against a member of staff working for Tutors Green.

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 the complaints' procedure. Tutors Green takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If people would like to raise their concerns formally, Tutors Green will attempt to resolve the issue internally, through the stages outlined within this complaints' procedure.

### **How to raise a concern or make a complaint**

A concern or complaint can be made in person, in writing (by email) or by telephone, ideally within 30 days of the issue arising. Please find instructions at the end of this email regarding how to log a complaint.

### **Scope of this Complaints Procedure - Exceptions**



This procedure covers all complaints about any provision of tuition by Tutors Green other than complaints that are dealt with under other statutory procedures, including those listed below.

1. Matters likely to require a Child Protection Investigation.
  - Who to contact: Complaints about child protection matters are handled under our child protection and safeguarding policy. If you have serious concerns, you may wish to contact the local authority designated officer (LADO).
  
2. Whistleblowing
  - Who to contact: Follow the internal whistleblowing procedure.
  
3. National Curriculum - content
  - Who to contact: Please contact the Department for Education at:
  - [www.education.gov.uk/contactus](http://www.education.gov.uk/contactus)

## Resolving complaints

At each stage in the procedure, Tutors Green wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- An explanation
- An admission that the situation could have been handled differently or better
- An assurance that we will try to ensure the event complained of will not recur



- An explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- An undertaking to review policies in light of the complaint if required
- An apology if required.

### **Withdrawal of a Complaint**

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

#### **Stage 1**

Tutors Green will record the date the complaint is received and will acknowledge receipt of the complaint in writing (by email) within 5 working days. Within this response, Tutors Green will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see.

During this time, Tutors Green will:

- If necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- Keep a written record of any meetings/interviews in relation to the complaint.

At the conclusion of their investigation, Tutors Green will provide a formal written response within 10 working days of the date of receipt of the complaint. If Tutors Green is unable to meet this deadline, they will provide the complainant with an update and revised response date. The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the



reason(s) for it. Where appropriate, it will include details of actions Tutors Green will take to resolve the complaint. Tutors Green will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

## **Stage 2**

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2 - a meeting with Tutors Green. This is the final stage of the complaints' procedure.

A request to escalate to Stage 2 must be made to Tutors Green, within 5 working days of receipt of the Stage 1 response. Tutors Green will record the date the complaint is received and acknowledge receipt of the complaint in writing (by email) within 5 working days.

Requests received outside of this time frame will only be considered if exceptional circumstances apply. Tutors Green will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 10 working days of receipt of the Stage 2 request. Tutors Green will provide the complainant with a full response to the complaint and the reason(s) for it, in writing, within another 5 working days. The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied.

## **How to log a complaint**

Please provide us with as much detail as you can to help us investigate your complaint:

- Say what the problem is
- Say what you want to happen



- Provide information on any relevant communication with us on the subject
- Please detail the name of the person(s) the complaint is about (if relevant).

Complaints can be sent to [info@tutorsgreen.com](mailto:info@tutorsgreen.com) or you can call our office phone and request to log a complaint. You will be redirected to a Director who is responsible for managing complaints (0208 150 0007).

### External Arbitration Stage

If the complainant is still not satisfied after Tutors Green has followed stages one and two, they should be advised that there is no further right of appeal with Tutors Green but they could approach an independent adjudicator within one month of receiving the appeal outcome for advice. The following parties would be able to provide guidance:

- A solicitor
- Citizens Advice Bureau
- The Law Society - [arbitration@lawsociety.org.uk](mailto:arbitration@lawsociety.org.uk) - 020 7320 5797