

## Complaints Policy

**Policy Owner:** Joe Robinson

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**Review cycle:** Annually

**Next review date:** February 2027

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### **1. Purpose**

Robinson Tuition aims to provide high-quality tuition and professional service.

This policy sets out how concerns and complaints are managed fairly and transparently.

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### **2. Definition of a Complaint**

A complaint is an expression of dissatisfaction relating to:

- Tuition delivery
- Tutor conduct
- Communication
- Administrative matters
- Billing or scheduling

Safeguarding concerns are handled under safeguarding policies.

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### **3. Informal Resolution**

Where possible, concerns should first be raised informally.

Robinson Tuition will aim to resolve concerns promptly and constructively.

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### **4. Formal Complaint**

If informal resolution is not appropriate or successful:

- Complaints must be submitted in writing
  - An acknowledgement will be provided
  - The matter will be investigated objectively
  - A written outcome will be issued
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### **5. Escalation**

If the complainant remains dissatisfied:

- A review of the decision will be undertaken
- A final written response will be provided

Where provision is school-commissioned, the school may escalate through its own procedures.

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## 6. Safeguarding Crossover

If a complaint raises safeguarding concerns, it will immediately be referred to the DSL.