
Complaints Policy

Overview

Perfect Plus Tutoring, our overarching aim to empower our students to fulfil their potential. In order to do this, we strive to create a dynamic, inclusive and welcoming environment where all stakeholders feel valued. We endeavour to work closely with all our parents and students to constantly improve our care and service. We welcome suggestions on how to improve our service and care and will give prompt and serious attention to any concerns.

In most instances, concerns will be resolved quickly by an informal approach to the appropriate tutor. It is important that concerns are raised as soon as possible, in line with the informal process. If this does not achieve the desired result or if the matter is not appropriate for an informal process, we have a clear formal procedure for dealing with concerns.

We aim to bring all concerns regarding the running of our services to a satisfactory conclusion for all of the parties involved. We aim to learn from all matters raised with us for the benefit of every stakeholder and end user of our service.

Stage 1: Informal Stage

If you have a concern that can be dealt with informally you should discuss this first on a confidential basis with your child's tutor. They will work with you to clarify the issue, investigate further, if necessary, and from there to resolve the issue that you have raised and take action where appropriate to correct the issue that you have identified.

Stage 2: Formal Stage

If you are not satisfied with the response from the informal stage or if you have a concern which is deemed too serious to be raised at an informal level, you should raise your concern in writing to the main office. A member(s) of the Perfect Plus Tutoring leadership team will arrange an appointment with you to discuss your complaint and following this, carry out an investigation into the issues that you have raised, if this is applicable. Following this formal meeting, a written confirmation of the outcome of the

stage 2 formal complaint will be shared within 28 days of the date that the stage 2 complaint was raised.

Documentation

An agreed written record will be taken to minute the main discussions, any decision taken and /or agreed action(s) for all complaints within stage 2. Perfect Plus Tutoring will maintain a copy of this discussion confidentially and in line with all GDPR and data protection requirements.

This confidential record of formal complaints will be made available for the Local Authority at their request. Where there are general learning points for us, these will be provided in a way that does not refer back to the original complaint unless this has been specifically agreed with you as the complainant.

Complaints

Any complaint will be dealt with in full within 28 days of receipt of the written complaint, including a written response which will include an account of the findings of the investigation and any action taken as a result.

Perfect Plus Tutoring keeps a written record of complaints which includes:

- the nature of the complaint,
- how the complaint was dealt with,
- the outcome of the investigation,
- any action taken, and
- whether the parent/guardian was given an account of the findings within 28 days of the date on which the complaint was made.

Complaint report summaries (data protected) are available to parents/guardians on request.

Where the complaint is of a safeguarding nature, the appropriate local authority safeguarding team/children's service or LADO will be contacted in line with our safeguarding procedures.

Complaints records are kept for three years.



PERFECT PLUS TUTORING

www.perfectplustutoring.com

Implementation, Monitoring and Review of this Policy

Nicole King has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation (at least annually) and additionally whenever there are relevant changes in legislation or to our working practices.

Any queries or comments about this policy should be addressed to Nicole King.

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Next Review Due February 2027