



MY GCSE
TUTOR

Our mission is to provide engaging, challenging, and focused tutoring that supports students, parents, and schools to achieve the best outcomes for all.

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Rationale for the policy

MY GCSE TUTOR recognises that with the best will in the world, there will be cases which arise where there are disputes and complaints are made to and against MY GCSE TUTOR and/or our staff. MY GCSE TUTOR aims to be a 'fair and honourable' education provider and will operate within the parameters of our awarding bodies requirements and will always endeavour to find amicable solutions to complaints we receive.

The following policy outlines the complaints process and the responses which MY GCSE TUTOR will apply at each stage.

1. Why you should tell us if something has gone wrong?

MY GCSE TUTOR is committed to the continuous improvement of its services and to monitoring the standard of its provision. MY GCSE TUTOR therefore welcomes and encourages comments, observations and feedback about the quality of services from students; parents/carers; employers; visitors and all other members of the community.

MY GCSE TUTOR will treat all complaints seriously, fairly, efficiently and deal with them positively and with respect.

MY GCSE TUTOR also want to hear from you if you have any other comments or compliments about a service, you have been provided. This information can also be shared through the formal comments system.

2. When something has gone wrong.

2.1 You should try to tell us what is wrong as soon as possible so that the MY GCSE TUTOR can look into the matter and investigate at the time.

2.2 In the first instance, if possible, students should talk to their teacher or tutor about their concerns. Many problems are resolved informally by talking to members of staff about the issue that you have raised. If they are unable to resolve the issue or you would prefer to talk to someone else, you can approach the MY GCSE TUTOR Director. If you feel at any point your concerns are not being addressed, you can make a formal complaint using the process outlined in point 3.

2.3 While MY GCSE TUTOR will deal with all complaints, it may be more difficult to reach a suitable outcome if complaints are not received in a timely manner.

3. What to do if you want to tell us about something that has gone wrong?

3.1 If you wish to make a formal complaint you should complete the Complaints Form and return it to the MY GCSE TUTOR Director. Alternatively, you can complain by other methods of communication on an agreed basis e.g. telephone, in person or by email.

3.2 If you need help to make a complaint, members of staff working for MY GCSE TUTOR will be pleased to help you. You can speak with the Director via telephone, email or in person.

3.3 On receipt of a complaint, MY GCSE TUTOR will:

- Acknowledge your complaint by the most appropriate method of communication (e.g. email; telephone; in person)
- Refer the complaint to the Director in order to resolve the complaint promptly and efficiently
- The Director will provide a response confirming the actions taken in writing, or by other agreed methods of communications (e.g. email; telephone; in person) within 10 working days
- Where complex matters require detailed investigation which may extend beyond 10 days you will be kept updated on the progress and status of your complaint

4. What to do if you are not happy with the actions taken following your complaint?

4.1. If you are not satisfied with the actions taken following your complaint, you have the right to appeal to the Director. You must appeal within 15 days of receiving notification of the actions taken in response to your complaint, clearly specifying your reasons for appeal. Appeals should be made in writing, or via other methods of agreed communications (e.g. email; telephone; in person)

4.2 Upon receipt of an Appeal the Director will respond within 10 working days in writing, or via other methods of agreed communications (e.g. email; telephone; in person)

4.3 The decision of the Director is final.

4.4 If you have fully exhausted MY GCSE TUTOR complaints procedure and remain dissatisfied with the outcome, you can appeal to the other external organisations e.g. awarding body, Skills Funding Agency, Office of the Independent Adjudicator.

4.5 If you require support to contact external agencies, members of staff working for MY GCSE TUTOR will be pleased to help you.

5. What records will MY GCSE TUTOR keep?

5.1 All records of complaints are kept confidentially for a minimum of three years.

5.2 The Director will ensure that a summary confirming the nature of complaints is reported to members of MY GCSE TUTOR staff.

5.3 MY GCSE TUTOR will treat each complaint separately and will not re-visit complaints which have been closed to the satisfaction of the complainant and MY GCSE TUTOR .

6. How will MY GCSE TUTOR monitor complaints?

6.1 MY GCSE TUTOR is committed to ensuring improved access to all customers. To that end, MY GCSE TUTOR monitors complaints in terms of race, gender and disability. In

addition, to extend meaningful analysis to other groups of people, MY GCSE TUTOR actively promotes and encourages a culture of disclosure.

7. How will MY GCSE TUTOR make improvements following a complaint?

7.1 The MY GCSE TUTOR will provide training and development or adapt working practices, as appropriate, in order to learn from complaints and to improve the quality of MY GCSE TUTOR services. MY GCSE TUTOR aims to reduce the number of complaints which we may receive and will always endeavour to achieve a mutually agreeable outcome, within the parameters in which we can operate according to our awarding bodies.