

## InTuition Complaints Policy



***InTuition Provision Ltd.***

BRIDGING GAPS IN LEARNING

Office: 4 Livingstone Road Christchurch: U.K. Registered Co. No. **15926358**

At InTuition Provision Ltd we undertake to provide a friendly and safe environment in which students will be helped to achieve their potential, both academically and socially. We recognise, however, that sometimes things can go wrong, and parents/carers may need to raise a concern or make a complaint they have with us. This policy tells you what to do if this is the case.

### **Introduction**

The majority of issues raised are concerns rather than complaints. We are committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow our formal complaints procedure.

For us to be able to investigate a complaint, it needs to be made as soon as possible following the incident. If a complaint is older than six months it will not be investigated, unless in exceptional circumstances.

The prime aim of this policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action. Any complaints concerning the conduct of our staff will be handled in accordance with our internal disciplinary procedures.

Such an investigation will remain confidential and therefore the outcome of this will not be shared with parents/carers.

The following details outline the stages that can be used to resolve complaints.

#### **1. The Policy has three main stages:**

Stage 1 - A concern is raised informally and dealt with by a staff member.

Stage 2 – A Formal complaint is heard by the internal complaints manager. The formal procedures are only invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

Stage 3 - Complaint is referred to the External Complaints Manager.

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The stages are detailed as follows -

**Stage 1 - Raising a concern:**

Concerns can be raised with the organisation at any time and will often generate an immediate response, which will resolve the concern. We request that parents/carers make their first contact with the student's Teacher. It is important for parents/carers to recognise that this is a busy organisation and that whilst we will do our best, it may not be possible to offer an appointment immediately.

On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within five working days. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result

At Stage 1, please write to us within ten working days of receipt of the response and state what you would like us to do. We will then escalate your complaint to the next stage.

**Stage 2 - Complaint heard by internal complaints officer:**

Formal complaints should be put in writing and addressed to the complaints officer at In Tuition.

The complaint will be logged, including the date it was received. We will normally acknowledge within 10 working days. In many cases this response will also report on the action we have taken to resolve the issue, however, if the issue requires complex investigation (e.g. interviewing a number of people) it may take up to five working days. Alternatively, a meeting may be convened to discuss the matter further.

This meeting will normally take place within ten working days from receipt of the formal complaint. The aim will be to resolve the matter as quickly as possible. However, if you are not satisfied with the result at Stage 2 please write to us within ten working days of receiving the response. You will need to tell us why you are still not satisfied and what you would like the organisation to do. You can request a complaint form for this.

**Stage 3 - Complaint heard by the Managing Director or the organisation's Complaints Appeal Panel:**

If the matter has not been resolved at Stage 2, we will arrange for the complaint to be forwarded to the Managing Director or the organisation's Complaints Appeal Panel. At least one member of the Panel will be independent of the management and running of the organisation.

Panel members can be committee members from other Advisory Committees within the organisation.

A hearing will normally take place within ten working days on receipt of the written request for stage 3 of the complaint. You will be invited to attend this hearing and may be accompanied by a companion.

The aim of the Complaints Appeal Panel hearing is to independently consider the complaint and achieve reconciliation between the organisation and the Complainant. All parties will be notified of the decision in writing within three working days after the date of the hearing. The letter will also contain what you need to do if you wish to take the matter further although it should be noted that the decision of the Managing Director or Committee's Complaint Panel is final.

**NOTE:**

Allegations of abuse involving a member of staff must be reported to the Director: Mr John Butlin immediately. Allegations of abuse against the Director must be reported to the external complaints officer immediately.

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**Review:**

The InTuition Director will review this policy at least every three years and assess its implementation and effectiveness. The policy will be promoted and implemented throughout the organisation.

Signed: \_\_\_\_\_

Policy to be reviewed: Sept 2027.







