



Bristol Tuition Centre
Tutee Friendly
Complaints and Appeals Policy
Version 3

Policy name	Owned by	Ratified by	Date created	Next Review date
Tutee Friendly Complaints Policy	BristolTuition Centre	Jo Vertannes	5.02.2022	

Policy Updates

Review date	Update Summary	Reviewed by:	Next Review:
5.02.23	Full review. No changes necessary	Jo Vertannes	5.02.23

Introduction

At BristolTuition Centre we really do care about your feedback about our services and want to make a simple and clear pathway for you to voice your concerns so that you are heard and these concerns are acted on to make things better in the future.

You may have a complaint about the:

- The centre
- The facilities
- The way we provide our service
- Your learning package
- Other things you feel has not been dealt with correctly.

If your concern is about the behavior or practice of a staff member please go to **Stage 2.b**

We commit to taking your concerns seriously and will deal with them as soon as possible.

We often try to deal with complaints informally before taking a more 'formal' approach.

We ask that you consider whether you might be able to talk to:

- Your tutor
- Your family
- Another staff member you feel comfortable with
- The Service Delivery Manager (details below)
- Your on-roll school

Lead Contact Details:

Provision Area	Lead Contact	Email Address

Alternative Provision - Term time tuition	Nicky Hewlett	nicky@swindontuitioncentre.co.uk 07458313073
Community Tuition (evening and weekend)	Admin Team	admin@swindontuitioncentre.co.uk 07486 854621
Dream Wild Holiday Club & Outdoor Curriculum	Lucy March	lucy@swindontuitioncentre.co.uk 07458313106

If you feel the matter has not been sorted out or dealt with correctly, or is of a serious nature, we ask that you either:

1. Make a Comment (an unofficial complaint)
2. Make an Official Complaint

What is a complaint?

Comments can be made about many issues to raise awareness and suggest improvements but we consider an official complaint to be a criticism, where you may want acknowledgement of fault or a big change in the way we do things.

How comments and complaints are dealt with

All comments and complaints submitted via our website are shared directly with the Senior Leadership Team. Comments are shared within two working days to Senior staff and any staff concerned whereas Official Complaints are circulated overnight and dealt with within 24 hours as a matter of urgency. Comments and complaints will be dealt with in a sensitive, impartial and confidential manner.

To make an comment please use our **Make a Comment Form** via our company website: <https://www.swindontuitioncentre.co.uk/comment>

Formal procedures

Stage One - Raising an official Complaint to the SLT team

1. To make an official complaint please use our **Make a Complaint Form** via our company website, <https://www.swindontuitioncentre.co.uk/complaints> setting out briefly the facts and stating what it is that you think should have been done or where BristolTuition Centre has not met good enough standards.
2. An investigation into the issues raised will be carried out by a member of the Senior Leadership Team. The investigating person may make contact with you to get more information and understanding of the issue. The investigator will put her/his findings in an email to the SLT team* and will indicate what, if any, steps should be taken to resolve the matter. Whenever reasonably possible, this will be done within two working days.

*For Alternative Provision tutees, we are also required to share official complaints with the tutee's on-roll school.

3. The investigating person will usually reply via email to you within 14 working days. The response to the unofficial complaint/ official complaint will include details of the outcome of the investigation, however there may be times certain details regarding the investigation cannot be shared due to confidentiality reasons.

Stage Two - Raising a Complaint to the Director or Allegations Manager

- A. If you are not happy with the way the complaint was handled at an earlier stage or it is felt that the matter is too serious to be dealt with at Stage One, the complaint should be raised with the **Director**:

Luke Wareham

luke@swindontuitioncentre.co.uk

The Director will undertake a further investigation. They may delegate the task of collating the information to another staff member but the decision on the action to be taken will be made by the Director. Following the investigation, you will give a written response via email within 14 working days.

- B. In cases where the matter concerns the behavior or practice of a staff member including allegations, the complaint should be raised to the Head of Operations who also acts as the company's **Allegations Manager**:

Joanne Vertannes

joanne@swindontuitioncentre.co.uk

07392331817

Such complaints will be dealt with via procedures outlined in the Safeguarding Policy.

Stage Three – Complaint Hearing by a Complaints Panel

If the matter has not been resolved at Stage Two, then the Head of Business Operations joanne@swindontuitioncentre.co.uk will bring together a Complaints Panel of three people who have not been directly involved in the matters detailed in the complaint. You should make clear that you wish for the matter to be considered by a Complaints Panel. The panel will consist of two staff members and one person who is independent of employment at the centre*. The hearing will take place in private within 14 working days of the written request for Stage 3 investigation. Tutees/Parents/Carers will be allowed to attend the panel hearing and can be accompanied if they so wish. The aim of the hearing is to impartially resolve the complaint and to restore a good relationship between the centre and yourself so that we can move forward in a positive way.

*for alternative provision tutees this will likely include someone from your on-roll school or a member from Bristol Borough Council team.

Everyone who attended the hearing will be notified of the Panel's decision in writing within five working days of the date of the hearing. The Complaints Panel hearing is the last stage of the complaints' process, and is carried out so that new people can hear the complaint with no previous involvement or knowledge (impartiality). It is important that the people on the Complaints panel are not told about the complaint prior to the hearing.

Record Keeping

Written records of all complaints indicating whether they were resolved at the first stage or whether they proceeded to a more formal stage will be kept. All correspondence, statements and records of complaints are to be kept confidential under password protection on the CRM database.

Equality

This policy can be translated to any language for a tutee or family with English as an additional language.

Monitoring, Evaluation and Review

The Head of Business Operations monitors the Complaints Policy and processes, in order to ensure that all complaints are handled properly. The Senior Leadership Team examines the Comments and Complaints log on a monthly basis and considers the need for any changes to complaints procedures. The policy will be implemented throughout the company.