



Complaints Policy

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1. Policy Statement

AdaptEd Tuition Ltd is committed to providing high-quality tuition and excellent customer service. We value feedback and recognise that complaints, when handled effectively, provide an opportunity to improve our services and strengthen relationships with learners, families, schools, local authorities and tutors.

We aim to resolve concerns quickly, fairly and professionally. Every complaint will be taken seriously, investigated impartially and handled confidentially, in accordance with our legal obligations and organisational policies.

No person will be disadvantaged for raising a genuine complaint in good faith. A complaint is raised in good faith where the individual honestly believes the information they have provided is true or substantially true at the time it is raised, even if the complaint is not ultimately upheld.

2. Purpose

This policy has been developed with regard to relevant UK legislation and guidance, including the Equality Act 2010, UK General Data Protection Regulation (UK GDPR),

Data Protection Act 2018, and relevant safeguarding guidance including Keeping Children Safe in Education (where applicable).

The aims of this policy are to:

- provide a clear process for raising concerns or complaints;
- ensure complaints are handled fairly and consistently;
- resolve issues as quickly as possible;
- learn from feedback to improve our services;
- maintain confidence in AdaptEd Tuition Ltd;
- comply with relevant legislation and good practice.

3. Scope

This policy applies to complaints made by or about:

- Learners
- Parents and carers
- Schools
- Local Authorities
- Tutors
- Employees
- Contractors
- Members of the public

Where tuition is commissioned by schools, local authorities or other education providers, complaints will also be managed in accordance with any contractual requirements or referral arrangements agreed with those organisations.

It covers all services delivered by AdaptEd Tuition Ltd, including:

- Face-to-face tuition
- Online tuition
- Tuition in schools
- Tuition in alternative provisions
- Tuition in community venues
- Administrative services

4. What Is a Complaint?

A complaint is an expression of dissatisfaction about the standard of service, conduct, communication or decisions made by AdaptEd Tuition Ltd or anyone working on its behalf.

Examples include:

- concerns about tuition quality;
- poor communication;
- punctuality or reliability;
- professional conduct;

- failure to follow agreed procedures;
- dissatisfaction with customer service;
- concerns regarding health and safety;
- equality or discrimination concerns;
- concerns about online or face-to-face tuition.

Where a concern relates to suspected wrongdoing, unlawful conduct, fraud, safeguarding failures or matters that are reasonably believed to be in the public interest, it may be more appropriately managed under the Whistleblowing Policy.

5. When to Use This Policy

This policy is intended to deal with concerns about the standard of service, communication, decisions or conduct relating to AdaptEd Tuition Ltd's services.

Concerns relating to suspected criminal activity, fraud, safeguarding failures, serious professional misconduct, breaches of legal obligations or matters reasonably believed to be in the public interest should normally be raised under the Whistleblowing Policy.

AdaptEd Tuition Ltd will determine the most appropriate procedure where there is uncertainty about which policy applies.

6. Principles

We will ensure that complaints are:

- listened to respectfully;
- acknowledged promptly;
- investigated fairly and impartially;
- treated confidentially;
- resolved proportionately;
- used to improve practice where appropriate.

7. Informal Resolution

Most concerns can be resolved quickly through informal discussion.

Where appropriate, individuals are encouraged to raise concerns with the relevant tutor or a Director as soon as possible.

Where the concern can be resolved immediately, no formal complaint may be necessary.

Concerns involving safeguarding, serious misconduct, criminal activity or matters that may require whistleblowing will not normally be dealt with through informal resolution.

8. Formal Complaints Procedure

Stage 1 – Submission of Complaint

Complaints should normally be submitted in writing by email to: admin@adaptedtuition.org and with a subject heading of '**Complaint**' should include:

- the complainant's name and contact details;
- details of the complaint;
- relevant dates and times;
- names of those involved;
- any supporting evidence;
- the outcome sought.

Where a complaint is received verbally, AdaptEd Tuition Ltd may request that the details are confirmed in writing to ensure accuracy, although reasonable support will be provided where this creates a barrier to access.

Complaints should normally be made within **three calendar months** of the incident, although later complaints may be considered where there is good reason.

AdaptEd Tuition Ltd will determine whether the matter is appropriately managed under this Complaints Policy or whether it should instead be considered under the Whistleblowing Policy, Safeguarding and Child Protection Policy or another relevant procedure.

Stage 2 – Acknowledgement

AdaptEd Tuition Ltd will acknowledge receipt of the complaint within **5 working days**.

The acknowledgement will explain:

- who is investigating the complaint;
- the expected timescale;
- which policy the matter will be managed by;
- any further information required.

Stage 3 – Investigation

The investigator will:

- review the complaint;
- gather relevant evidence;
- speak to those involved where appropriate;
- review policies, lesson records or correspondence if required;
- determine whether further action is necessary.

Investigations will normally be completed within **20 working days**. If additional time is required, the complainant will be informed.

Stage 4 – Outcome

A written response will normally include:

- a summary of the complaint;
- the findings of the investigation;

- whether the complaint is upheld, partially upheld or not upheld;
- any actions to be taken;
- information about requesting a review.

Where confidentiality or safeguarding obligations apply, some information may be withheld.

9. Review of the Complaint

If the complainant is dissatisfied with the outcome, they may request a review within **10 working days** of receiving the decision.

The review will normally be undertaken by a Director who has not been directly involved in the original investigation, where practicable.

If a complaint relates to one Director, appropriate arrangements will be made to ensure the investigation is undertaken by someone sufficiently independent of the matter.

Where a complaint relates to both Directors, or where no suitably independent person is available, AdaptEd Tuition Ltd will appoint an appropriate independent reviewer. This may include an external provider or another suitably qualified individual with no prior involvement in the matter.

The review will consider whether the original investigation was fair, reasonable and properly conducted. It may involve reviewing evidence, seeking clarification, or requesting further information where necessary.

The complainant will be informed of the outcome where appropriate, subject to confidentiality and legal obligations. The outcome of the review will normally be final.

10. Complaints Involving Tutors

Where a complaint concerns the conduct or performance of a tutor, AdaptEd Tuition Ltd will investigate the matter fairly.

Possible outcomes may include:

- no further action;
- advice or additional guidance;
- further training;
- increased supervision or support;
- temporary suspension from tutoring assignments;
- termination of the Tutor Agreement where appropriate.

Tutors will be given an opportunity to respond to any allegations made against them.

11. Safeguarding Concerns

If a complaint includes concerns that a child or vulnerable person may be at risk of harm, safeguarding procedures will take priority. The matter will be referred immediately to the Designated Safeguarding Leads (DSLs) and managed in accordance with our Safeguarding and Child Protection Policy.

Safeguarding concerns must be reported immediately and must not be delayed while complaints procedures are followed. Where there is an immediate risk of harm, emergency services and Children's Social Care will be contacted without delay.

Where appropriate, external agencies, including Children's Social Care, the Police or the Local Authority Designated Officer (LADO), will be informed in accordance with our Safeguarding and Child Protection Policy.

12. Persistent or Unreasonable Complaints

AdaptEd Tuition Ltd is committed to responding fairly and proportionately to all complaints. However, in exceptional circumstances, we may decide not to continue investigating complaints that are considered persistent or unreasonable.

Examples may include complaints that are:

- abusive, threatening or offensive;
- repetitive and do not provide any new information or evidence;
- knowingly misleading,
- where there is evidence that information has been deliberately misrepresented;
- made primarily to harass individuals or disrupt the operation of the service.

A complaint will not be considered persistent or unreasonable simply because it is detailed, because the complainant repeats their concerns while awaiting a response, or because they disagree with the outcome of an investigation.

Any decision to restrict further correspondence or investigation will be made carefully, proportionately and with consideration of whether genuine concerns remain outstanding.

13. Confidentiality

Complaints will be handled as confidentially as possible. Information will only be shared with those who need it to investigate or resolve the complaint, where required by law, where necessary to safeguard a child or vulnerable person, or where disclosure is necessary to ensure a fair investigation. Absolute confidentiality cannot always be guaranteed.

14. Record Keeping

AdaptEd Tuition Ltd will maintain a confidential Complaints Register recording:

- the date received;
- the nature of the complaint;
- those involved;
- actions taken;
- outcomes;
- lessons learned.

Records will be retained securely in accordance with AdaptEd Tuition Ltd's Data Protection & Privacy Notice and Records Retention procedures.

15. Learning from Complaints

Complaints provide valuable opportunities to improve our services.

The Directors will regularly review complaints to identify:

- recurring themes;
- training needs;
- policy improvements;
- service enhancements;
- safeguarding lessons learned.

Where appropriate, changes to procedures or policies will be implemented.

16. Equality and Accessibility

Individuals raising complaints will not be subjected to discrimination, victimisation or detrimental treatment because they have raised a genuine complaint in good faith.

AdaptEd Tuition Ltd is committed to ensuring that everyone can access the complaints process.

Where reasonably practicable, we will:

- provide information in accessible formats;
- make reasonable adjustments for disabled individuals;
- support communication needs;
- consider language or literacy barriers.

No person will be treated less favourably because they have raised a complaint.

17. Related Policies

This policy should be read alongside the:

- Safeguarding and Child Protection Policy
- Tutor's Code of Conduct
- Behaviour Policy
- Equality, Diversity and Inclusion Policy
- Whistleblowing Policy
- Health and Safety Policy
- Online Safety, Cyber Security, AI and Social Media Policy
- Data Protection Policy
- Privacy Notice
- Client Terms and Conditions
- Self-Employed Tutor Agreement

18. Monitoring and Review

The Directors will review:

- the number and nature of complaints;
- response times;
- outcomes;
- trends and recurring issues;
- lessons learned.

This policy will be reviewed annually or sooner where required by legislative changes or organisational developments.