



Complaints Policy

1. Policy Overview

We value feedback and aim to resolve any dissatisfaction quickly and fairly. A **complaint** is defined as an expression of dissatisfaction regarding our service, staff, or tutors.

2. How to Raise a Complaint

Complaints can be submitted via:

- **Email:** admin@theacademyofsciencetutoring.com
- **Phone:** 07770839881
- **Writing:** 71-75 Shelton Street, London, WC2H 9JQ
Please include your name, the student's name, a description of the issue, and your desired outcome.

3. The Three-Stage Process

Most agencies follow these stages to ensure fairness:

Stage	Process	Timeline
Stage 1: Informal	Discussion with the tutor or a manager to find a quick resolution (e.g., an apology or explanation).	Response within 2–5 working days .
Stage 2: Formal	If unresolved, the complaint is formally investigated by a Senior Manager not involved in the initial issue.	Acknowledgement in 2 days ; full response in 10–21 days .
Stage 3: Appeal	If still dissatisfied, the complainant can appeal to a Director or an independent panel for a final review.	Appeal request within 5 days ; final decision in 10–20 days .



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4. Safeguarding Allegations

Complaints involving **child protection or harm** bypass this procedure and are referred immediately to the **Designated Safeguarding Lead (DSL)** and the **Local Authority Designated Officer (LADO)**.

5. Record Keeping and Confidentiality

All complaints are logged in a central register to identify service trends. Data is handled in accordance with **GDPR** and the Data Protection Act 2018.

6. External Escalation

If a resolution cannot be reached internally, you may be able to contact:

- [The Tutors' Association](#) (if the agency is a member).
- **Ofsted** (only if the agency is on the Voluntary Childcare Register)