

## **Home Tuition Complaints Policy & Procedure**

**POLICY DATE :SEPTEMBER 2025**

**POLICY RENEWAL DATE: SEPTEMBER 2026**

### **1 Purpose**

The complaints policy is intended to set out how Smart Education deal with complaints about education, administration or any other perceived issues brought to our attention. All members of the Smart Education community should feel able to fully express their views in the knowledge that they are dealt with fairly. All concerns or complaints are important to us and are investigated with due urgency and thoroughness. Our primary concern is the welfare and education of young people and we take that very seriously. We aim to work closely with teachers, education professionals and parents to constantly improve our service. We welcome suggestions for improving our work. Whenever a complaint is upheld, every effort is made to rectify the issue and, if necessary, take action to try to prevent the problem occurring again.

**Contact for Complaints Sarah Piercy- [sarah.piercy@smarted.co.uk](mailto:sarah.piercy@smarted.co.uk) 0121 392 7114**

### **2 Aims**

- To provide an accessible and easily understood procedure for complaints
- To encourage parents, teachers, education professionals and members of the Smart education community to express their views at the earliest opportunity, through the appropriate channels
- To increase mutual understanding between all parties
- To create an ethos where all are committed to working together for the benefit of each student

### **3 Confidentiality**

Whether a complaint is made informally or formally, all parties involved should ensure that every effort is made to respect confidentiality and ensure that all documentation remains confidential to those parties directly involved in the complaint being investigated. Parents, Carers, Teachers and Education professionals should be assured that making a complaint does not adversely affect the young person.

### **4 How we manage complaints and concerns**

#### **4.1 Stage 1: Informal complaint**

Most concerns and complaints can be resolved informally. There are many occasions where concerns are resolved straight away through direct contact with Smart education. We aim to

resolve any informal complaint within one working day. If the Smart education staff member first contacted cannot deal with the matter immediately, they will refer this to a more senior staff member with responsibility for the particular issue raised. This staff member will continue to follow the issue through until it has been fully addressed and the matter is resolved either by telephone, email, video call or face-to-face.

If you have any complaint about a tutor, their conduct or the quality or conduct of a tutoring session, then you should contact us without delay and give us full details of any perceived issues so that we can endeavour to resolve them. The complainant is advised to contact our company directors Francesca Sandiford [fran@smarted.co.uk](mailto:fran@smarted.co.uk) / [fiona@smarted.co.uk](mailto:fiona@smarted.co.uk) Where no satisfactory solution is found, complainants are asked whether they wish their concern to be considered further. If so, they are given clear information about how to make a formal complaint as outlined in the complaints policy.

A written record with full details is made by the Smart education staff member dealing with the informal complaint and kept on file.

#### **4.2 Stage 2: Formal complaint to the Managing Director**

The complainant makes a written appeal to the Managing Directors detailing the original complaint and reasons why they remain unsatisfied after the initial investigation. The Managing Director will write to the complainant to acknowledge receipt within 5 working days.

The Managing Director will fully investigate the complaint by speaking with all relevant parties and reviewing documents. The Managing Director will confer with other members of management, if necessary, and will make a decision.

The Managing Director will aim to write to the complainant to advise them of the outcome and any actions being taken within 14 days.

A record will be kept of all complaints.

Regardless of whether the complaint is upheld or not, a review of working practices will be held to determine what action needs to be taken to reduce the risk of this happening in future.

#### **4.3 Stage 3: Appeal for Third Party Review**

In the event you remain unsatisfied with the decision, you can contact the relevant industry trade association.