



Educ8

Education Delivered with Utmost Care

Educ8 (Luton) Ltd

(Hereinafter referred to as "Educ8")

A bespoke 1:1 tuition service, where the education delivered is tailored to meet the exact requirements of the student involved.

COMPLAINTS POLICY

Rationale

We aim to establish and promote an effective working relationship with all stakeholders and partners. All organisations are required by law under Section 29 of the Education Act 2002 to have in place and publish a procedure for the handling of complaints relating to the service provided.

The great majority of concerns can be resolved informally, for example by telephone or in person and we will endeavour to resolve the majority of issues in this way. However, a person raising a concern may sometimes think that action has not been taken over a significant problem or that the issue has not been satisfactorily investigated or resolved. It is for these and similar reasons that transparent and effective procedures are required.

Aims

- To encourage resolution of problems by informal means where possible.
- To be easily accessible and publicised.
- To be simple to understand and use by all.
- To ensure that all concerns raised, and complaints are dealt with promptly, thoroughly, and fairly within established time limits and everyone kept informed of the progress being made.
- To describe the process that may be used by a person wishing to raise an issue or concern.
- To respect peoples' desire for confidentiality.
- To ensure that services can be improved in the light of investigations or concerns raised.
- To protect the rights of all stakeholders in the raising or receiving of a complaint.

WHISTLE BLOWING

Educ8 is an open and transparent organisation that encourages its tutors and others to seek advice from outside organisations if they are not satisfied with the response to any complaint. Please see our Whistle Blowing Policy for further details.

COMPLAINTS PROCEDURE – STUDENT

Do not feel threatened if a student should wish to make a complaint against you or the educating that you are providing. Any communication from students can reveal information about their past experiences or possible abusive practices that they have been subjected to. It could also indicate an unsuitable or unsustainable tutor match. A complaint indicates a problem that the student has identified, and it needs to be resolved.

If a student wishes to make a complaint about a tutor, please encourage them to speak to their own parent or carer and the Company Director, Nigel Jones. If they are not satisfied with the response, they may put the complaint in writing, and it will be dealt with as stated above. For any other matter, students should utilise their own school or Local Authority's complaints procedure. Their school should provide them with this information when requested.



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COMPLAINTS PROCEDURE – PARENT / CARER

If there are concerns about the tutor or about the quality of the work being delivered, the parent or carer should in the first instance raise these concerns with the tutor. If this is not concluded satisfactorily or the situation does not improve then the Company Director should be contacted by telephone or email. During the tutoring regular feedback on progress will be requested by the Company Director, hopefully ensuring that concerns are resolved quickly.

COMPLAINTS PROCEDURE – SCHOOLS

Regular communication between Educ8 and schools should minimise complaints arising. If schools have concerns about the delivery of work or issues regarding tutors, they should contact the Company Director immediately so that these issues can be swiftly resolved.

References:

The Education Act 2002
DFE School Complaints Procedure (August 2014)
DFE Keeping Children Safe in Education (2022)

N K Jones
Review Date

September 2023
September 2024