

Document Creation Date	October 2023
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Review Date	October 2024

Introduction:

At Tutor Train Ltd, we care about your opinions, and we believe it's important to hear what you have to say. If there's something you're not happy with, we want to make it right and learn from it. This helps us get better at what we do and ensures you have a great experience with us.

What is a complaint?

A complaint is when you're not happy with something we did or didn't do. This can be about our service, the way we talk to you, or about our director and tutors. Complaints are important because they help us fix things and do better next time.

How to raise a concern or make a complaint:

If you want to tell us about something you're not happy with, here's how to do it:

- You can send an email to Praema Stelling, our Founder and Director, at hello@tutortrain.co.uk.
- You can call us at 07500862722 and ask to speak with Praema Stelling about making a complaint.

When you tell us about your complaint, please give us as much information as you can. This helps us understand what happened and how we can make things right. If you're telling us about something that happened to someone else, please tell us their name and contact information, too.

Withdrawing a Complaint:

If you change your mind and don't want to complain anymore, you can let us know in writing. We respect your decision.

How we handle complaints:

Stage 1:

When we get your complaint, Praema Stelling will look into it within 2 days.

If your complaint is about one of our Tutors or the director, we will let them know and ask for their side of the story. While we're figuring things out, it's best not to talk to the person you're complaining about.

We aim to sort out Stage 1 complaints within 5 working days, but some might take longer if they're complicated.

After we finish Stage 1, we'll send you a report to tell you what we found out and what we did to fix the problem. We'll also let you know if you can appeal our decision.

Stage 2:

If you're not happy with what we did in Stage 1, you can ask for a second look within 5 days. We'll check everything again and try to sort things out.

We aim to finish Stage 2 complaints within 5 days, but if it's tricky, it might take longer.

When we're done with Stage 2, we'll send you another report to explain what happened and what we did. Our decision in Stage 2 is final, but you can ask another group called the Tutors' Association to help if you're still not happy.

Confidentiality and Data Protection:

We promise to keep your complaint private and only share it with the people who need to know. We might ask if we can use your complaint (without your name) to help us do better. If you say yes but change your mind later, that's okay too.

We will keep your personal information safe and follow all the rules about it. You can read more about how we use your data in our privacy policy on our website.

Your feedback matters to us, and we're here to make things right when they go wrong. Thank you for helping us get better!