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1. Introduction

- 1.1 Tutor Train Ltd welcomes and encourages feedback of all kinds from our customers, Tutors and Tutees.
- 1.2 If you have a complaint about our services, our customer service, or about our director or Tutors, not only do we want to resolve it to your satisfaction, but we also want to learn from it in order to improve our business and customer experience in the future.
- 1.3 The objectives of this Complaints Policy include:
 - 1.3.1 Establishing a transparent and fair procedure for customers seeking to file complaints.
 - 1.3.2 Equipping all members of Tutor Train Ltd with the necessary skills to address customer complaints effectively.
 - 1.3.3 Ensuring uniform and prompt handling of all complaints.
 - 1.3.4 Collecting valuable insights from complaints to inform future actions and prevent the recurrence of similar issues.

2. What is a complaint?

- 2.1 A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'. These include allegations against a member of staff working for Tutor Train Ltd.
- 2.2 Complaints may relate to any of our activities and may include (but not be limited to):
- 2.3 The quality of customer service received.
- 2.4 The behaviour and/or professional competence of the Tutor Train's director or tutors.
- 2.5 Concerns or problems associated with the provision of our services.
- 2.6 The following are not considered to be Complaints:
 - 2.6.1 General questions about our services.
 - 2.6.2 Matters concerning contractual or other legal disputes.
 - 2.6.3 Formal requests for the disclosure of information, for example, under applicable legislation.

3. How to raise a concern or make a complaint

- 3.1 All complaints should be made in writing in one of the following ways:
 - 3.1.1 Email – Addressed to Praema Stelling, Director, at hello@tutortrain.co.uk, or call – 07500862722 and ask to speak with Praema Stelling about making a complaint.
- 3.2 When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:
- 3.3 Your name, address, phone number, and email address. We will use your preferred contact information to communicate with you during the Complaint resolution process.
- 3.4 If you're lodging a Complaint on behalf of someone else, please provide their name and contact information, in addition to your own details.
- 3.5 If your Complaint pertains to the director or a tutor, include their name and, if applicable, their position within the organisation.
- 3.6 Provide information about your Complaint with specific details, including relevant times, dates, events, and individuals involved.
- 3.7 Include any supporting documents or evidence that you intend to rely on for your Complaint, along with any other pertinent information that Tutor Train Ltd may reasonably request.
- 3.8 Specify the actions you'd like Tutor Train Ltd to take to address your Complaint and rectify the situation. Please be aware that while we will make every reasonable effort to accommodate your requests, our actions are contingent on contractual or legal obligations.

4. Withdrawal of a Complaint

- 4.1 If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

5. Handling complaints

5.1 Stage 1

- 5.1.1 The Tutor Train Ltd takes all complaints very seriously, therefore, all complaints are immediately handled by the director. Following our Complaints Procedure, our aim is always to resolve Complaints to your satisfaction. If you are not satisfied with, Complaints may progress to External Resolution as detailed below

- 5.1.2 Once your Complaint is received, the designated Complaint Handler, Praema Stelling, will record it in our complaints log and will send you a written acknowledgment within 2 business days, providing you with a Complaint Reference.
- 5.1.3 If your Complaint is about to a particular director or Tutor, that individual will be notified of your Complaint and provided with a fair and reasonable chance to respond.
- 5.1.4 If the complaint is about a Tutor, all interactions between you both will be conducted exclusively through the Complaint Handler. We kindly request that you refrain from direct contact with the concerned tutor while we are actively engaged in resolving the issue. If the complaint is about the director, you may wish to progress to an external resolution.
- 5.2 Should we find it necessary to obtain additional information or evidence from you, the Complaint Handler will make prompt contact to request it. We kindly request your cooperation in promptly supplying any such required information or evidence to prevent any unnecessary delays in the complaints resolution process. In the event that you encounter any difficulties providing the requested information or evidence, rest assured that we will make every reasonable effort to proceed without it. Nevertheless, please note that we will only request further information or evidence when we deem it essential for the successful resolution of your Complaint.
- 5.3 We aim to resolve level one complaints within 5 working days however, cases which are more complex may delay the resolution.
- 5.4 Upon the completion of the Level One Complaints Procedure, irrespective of the final outcome, we will provide you with a comprehensive report detailing the investigation, our findings, and any subsequent actions taken. Additionally, you will be informed of your entitlement to appeal our decision and elevate the complaint to the Appeals stage.
- 5.5 **Stage 2**
 - 5.5.1 If the complainant is dissatisfied with the outcome at Stage 1 and wish to take the matter further, they can escalate the complaint to Stage 2 within 5 business days of the Level 1 resolution. Requests received outside of this time frame will only be considered if exceptional circumstances apply.
 - 5.5.2 Receipt of Appeals will be acknowledged in writing within 2 Business Days.

- 5.5.3 If your Appeal is associated with a particular Tutor, that individual will be notified of your Appeal and afforded another chance to provide a response. All interactions between you and the Tutor should occur exclusively through the Appeal Handler. We kindly request that you refrain from direct contact with the specific individual in question while we are actively engaged in the resolution process.
- 5.5.4 Should we find it necessary to obtain additional information or evidence from you, the Appeal Handlers will promptly get in touch to request it. We kindly request your cooperation in promptly supplying any required information or evidence to prevent any unnecessary delays in the complaints handling process. In the event that you encounter any difficulties providing the requested information or evidence, rest assured that we will make every reasonable effort to proceed without it. However, please be aware that we will only request further information or evidence when we deem it crucial to the successful resolution of your Complaint.
- 5.5.5 We aim to resolve level two complaints within 5 working days however, cases which are more complex may delay the resolution.
- 5.5.6 Upon completing the Level Two procedure, irrespective of the final result, we will furnish you with a comprehensive report detailing the investigation, our findings, and any subsequent actions taken. Please note that our decision at this stage is definitive, with the exception of your right to pursue External Resolution for your Complaint.
- 5.5.7 The Tutor Train Ltd is a corporate member of the Tutors' Association (membership number 61062705) and has signed up to its code of professional practice for tutoring companies, meaning you as our customer, have the right to seek External Resolution of your Complaint from that organisation if you are not satisfied
- 5.5.8 with the outcome of your Level Two Complaint. You can contact them on 01628 306108 or in writing via email at info@thetutorsassociation.org.uk.

6. Confidentiality and Data Protection

- 6.1 All Complaints and associated information are handled with the highest level of confidentiality. This information will only be disclosed to the director and Tutors who require it to address your Complaint.
- 6.2 We may request your consent to utilise the particulars of your Complaint (with your personal information omitted) for internal training and enhancements in quality. If you have granted such consent, you retain the right to withdraw it at any point.
- 6.3 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of UK data protection law (including but not limited to the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003) and your rights thereunder, as set out in our privacy policy, which is provided at <https://tutortrain.co.uk/our-policies/>