

Read With Rachel Tutoring

Complaints Policy

Business Name: Read With Rachel Tutoring

Owner: Rachel Morgan

Policy Version: 1.0

Effective Date: 5 July 2026

Review Date: 5 July 2027

1. Purpose

Read With Rachel Tutoring is committed to providing a high-quality, professional and supportive tutoring service. If a parent, carer, pupil, school or referring organisation is dissatisfied with any aspect of the service, they are encouraged to raise their concerns so that they can be addressed fairly, promptly and respectfully.

The aim of this policy is to ensure that complaints are managed consistently, transparently and in a timely manner.

2. Scope

This policy applies to complaints relating to:

- The quality of tutoring provided.
- Professional conduct.
- Communication.
- Attendance or punctuality.
- Safeguarding practice (where appropriate).
- Administrative matters.
- Any other aspect of the services provided by Read With Rachel Tutoring.

Safeguarding concerns that indicate a child may be at risk of harm will be managed under the **Safeguarding and Child Protection Policy** rather than this Complaints Policy.

3. Informal Resolution

Where possible, concerns should be raised as soon as possible so they can be resolved informally.

Rachel Morgan will:

- listen carefully to the concern;
- seek to understand the issue;
- discuss possible solutions;
- aim to resolve the matter promptly.

Many concerns can be resolved through open communication without the need for a formal complaint.

4. Formal Complaints Procedure

If the issue cannot be resolved informally, a formal complaint may be made in writing by email or letter.

The complaint should include:

- the complainant's name and contact details;
- the child's name (if applicable);
- details of the complaint;
- relevant dates;
- any supporting information;
- the outcome being sought.

Rachel Morgan will:

- acknowledge receipt of the complaint within **five working days**;
- investigate the complaint fairly and impartially;
- review any relevant records;
- provide a written response within **15 working days**, wherever reasonably possible.

If additional time is required, the complainant will be informed of the reason and an updated timescale.

5. Outcomes

Following investigation, the outcome may include:

- an explanation;
 - an apology where appropriate;
 - clarification of procedures;
 - changes to working practices;
 - agreement on future arrangements;
 - confirmation that no further action is required.
-

6. Record Keeping

A confidential record will be maintained of:

- the complaint;
- correspondence;
- actions taken;
- the outcome.

Records will be retained securely in accordance with UK data protection legislation.

7. Escalation

If the complaint relates to safeguarding, criminal behaviour or any matter requiring external investigation, the appropriate authority will be contacted in accordance with statutory guidance.

Where tutoring is commissioned through a school, local authority or other organisation, complainants may also follow that organisation's complaints procedures if appropriate.

8. Continuous Improvement

Complaints are viewed as an opportunity to improve the quality of the service provided.

Rachel Morgan will review complaints periodically to identify any recurring themes and make improvements where appropriate.

9. Review

This policy will be reviewed annually or sooner if legislation, guidance or business practices change.

Contact

Complaints should be submitted to:

Rachel Morgan
Owner and Sole Tutor
Read With Rachel Tutoring

Using the contact details provided at the commencement of tuition.

Signed

I confirm that I will implement this Complaints Policy and deal with complaints fairly, professionally and in a timely manner.

Signed:

Rachel Morgan

Owner and Sole Tutor
Read With Rachel Tutoring

Date: 5 July 2026