



Inspires Tuition Ltd

Complaints Policy

1. Policy Statement

At Inspires Tuition Ltd, we are committed to providing a high-quality educational service in a safe, respectful, and supportive environment. We welcome feedback as part of our commitment to continuous improvement. If a student, parent, or other stakeholder is dissatisfied with any aspect of our service, we encourage them to bring the matter to our attention so it can be addressed promptly and fairly.

2. Scope

This policy applies to all clients, including students and their parents or guardians, and any other stakeholders who interact with Inspires Tuition Ltd. It covers all aspects of our service, including tuition delivery, conduct of tutors, customer service, and administrative matters.

3. Principles

- Complaints will be handled seriously, promptly, and with fairness.
- All complaints will be treated confidentially.
- Complainants will not be discriminated against for raising a concern.
- Every effort will be made to resolve complaints informally in the first instance.

4. Procedure

Step 1: Informal Resolution

Where possible, concerns should be raised directly with the relevant tutor or staff member at the earliest opportunity. Most issues can be resolved quickly and informally.

Step 2: Formal Complaint

If informal resolution is not possible or satisfactory, a formal complaint should be submitted in writing to the Director of Inspires Tuition Ltd via email or letter.

Contact Details:

Email:

Address:

The complaint should include:

- Name and contact details
- Details of the complaint
- Relevant dates, times, and names (where applicable)
- Any supporting evidence
- Desired outcome or resolution

Step 3: Investigation and Response

- The Director (or appointed representative) will acknowledge receipt within 3 working days.
- A full investigation will be carried out, and a written response will be provided within 10 working days.
- If more time is needed, the complainant will be informed with a revised timeline.

Step 4: Further Review

If the complainant is not satisfied with the outcome, they may request a review. This will be conducted by a senior member of staff not previously involved in the case, and a final response will be issued within 10 working days of the review request.

5. Record Keeping

All formal complaints and outcomes will be recorded and retained securely for a period of at least 3 years. These records help us monitor service quality and improve where necessary.

6. Policy Review

This policy will be reviewed annually or in response to significant changes in company structure or legislation.

Policy Last Reviewed: June 2025

Next Review Due: June 2026