

Complaints



Organisation: Booth's Education Services and Tutoring, Ltd

Category: Risk Management

Version: 1.0

Date Created: 2025-07-24

Last Reviewed: 01/09/25

Next Review Due: 30/08/26

Purpose

This policy ensures that Booth's Education Services & Tutoring, Ltd handles complaints promptly, fairly, and transparently, in line with:

- **Consumer Rights Act 2015**
- **Education and Skills Act 2008**
- **Tutors' Association Code of Practice**
- **DfE guidance on complaints handling for education providers**

Scope

Applies to:

- All learners, parents/carers, and commissioning schools.
- All staff, contractors, and volunteers.
- Complaints relating to tutoring services, safeguarding, data protection, or conduct.

Policy Statement

Booth's Education Services & Tutoring, Ltd is committed to:

- Listening to concerns and resolving them quickly and informally where possible.
- Providing a clear, accessible process for formal complaints.

- Maintaining confidentiality and impartiality throughout.
 - Recording and monitoring complaints to improve service quality.
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Complaints Procedure

Stage 1 – Informal Resolution

- Raise concerns directly with the tutor or Principal Tutor (Charlotte Booth).
- Aim to resolve within **5 working days**.

Stage 2 – Formal Complaint

- Submit written complaint to Principal Tutor via email or letter.
- Acknowledge receipt within **3 working days**.
- Investigate and respond within **15 working days**.
- Provide written outcome and any actions taken.

Stage 3 – Appeal

- If dissatisfied, request an appeal within **10 working days** of outcome.
 - Appeal reviewed by an independent person (or external advisor if required).
 - Final decision communicated within **20 working days**.
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Safeguarding or Data Protection Complaints

- Immediate referral to Designated Safeguarding Lead (DSL) for safeguarding concerns.
 - Data protection complaints handled in line with GDPR policy; ICO may be contacted if unresolved.
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Confidentiality

All complaints are handled confidentially and in accordance with GDPR and safeguarding requirements.

Monitoring and Review

- Complaints log maintained and reviewed termly.
 - Policy reviewed annually or sooner if legislation changes.
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Contact Details

Principal Tutor (Charlotte Booth)

Email: charlotte@essexbest.com

Phone: 07863344999

Appendices

Appendix A: Complaint Form Template

Complainant Name	
Contact Information	
Date of Complaint	
Details of Complaint	
Desired Outcome	
Signature	

Appendix B: Complaints Log Template

Date	Complainant	Nature of Complaint	Action Taken	Outcome
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Appendix C: Escalation Flowchart

Flow: Informal Resolution → Formal Complaint → Appeal → External Review (if required)

Appendix D: Safeguarding Escalation Protocol

Any safeguarding concern raised during a complaint must be immediately referred to the Designated Safeguarding Lead (DSL). If risk of harm is identified, contact local authority safeguarding team and follow statutory guidance.

Appendix E: GDPR Complaint Escalation Procedure

Data protection complaints must be logged and investigated within one month. If unresolved, escalate to the ICO within 72 hours