



Complaints Policy

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Approved By: Brad James

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At Mr James Maths Tuition, we hope that you are fully satisfied with the service which we offer. We pride ourselves on giving our students the best possible experience, however, we do understand that unfortunately, on occasions our expectations may fall short which can be for reasons which are outside of our control. We therefore understand that it is sometimes necessary that a complaint will need to be made.

If you feel that it is necessary to make a complaint regarding the service which you have received, the following process must be followed:

You will have a 14 day period in which your complaint needs to be made, so for example, if a complaint is made regarding a session, this needs to be made within 14 days of the session taking place, please note that failure to make the complaint within 14 days of the session will result in the complaint not being upheld.

Please be assured that all complaints which are made to Mr James Maths Tuition will be taken seriously and will be dealt with, with the utmost importance. All complaints will be dealt with within a 28 day period and communication will be made with the tutor, parents and students within this time. All correspondence which is sent regarding complaints will be sent either via email to the student or parents registered email address, or by post which will be sent via recorded delivery.

All complaints which have been made against Mr James Maths Tuition will be logged, along with the outcome, despite what stage of the process has been followed. All complaints will be logged on the Mr James Maths Tuition system for a period of up to three years. It will be down to the individual making the complaint to provide all of the necessary evidence and documentation required in order to progress the investigation. Failure to be able to produce any evidence on request will result in the complaint being dismissed without investigation.

An update of the complaint can be given any time by contacting: complaints@mrjamesmathstuition.co.uk and providing the complaint reference which will be issued at the point in which the initial complaint has been logged. The reference number will be unique to each complaint which is made.

It is the responsibility of both parties, the student/parent and Mr James Maths Tuition to respond to each piece of correspondence within 14 working days, failure to do so will result in the investigation being closed and no further action being taken. (for example, if the student/parent does not respond to any of the communications sent, or is not able to provide evidence for the investigation this will be closed).

Any complaint which is logged must, in the first instance contain the following information, student/parents name, email address, contact number, home address, incident and location of incident, tutor or member of staff who is involved in the incident and any other relevant information which would be useful to the case. Please note that further on down the line of the investigation, it may be necessary for additional information to be requested, the reason for this is to progress with the investigation to conclude a satisfactory outcome. Failure to provide the requested information will result in the investigation being closed, in addition to this anonymous complaints will be actioned with FNA (No Further Action) as the information identified above will be necessary to progress with the investigation.

Stage 1:

- In the first instance, the student and parent would need to talk over the complaint with their tutor or any other member of staff within the organisation.

- The tutor will aim to resolve the complaint, if appropriate using any form of compensation which the tutor deems necessary, this could be anything from issuing a tuition voucher, to offering free sessions or a refund for the sessions which have been purchased (if a block of sessions have been booked and paid for in advance). Please note that these do not need to be accepted by the student or parent, if they feel that this is not sufficient for the inconvenience which has been caused.
- At this point, hopefully the complaint will be resolved, however, after the initial discussion, and the offer of any compensation (If necessary) if the student or parent is still not happy with the outcome, then the complaint will need to be progressed to the next stage which is stage 2.

Stage 2:

- Once Stage 1 of the process has been exhausted, the parent or student would need to put their complaint in writing which would then need to be sent via email to the following: complaints@mrjamesmathstuition.co.uk once the complaint has been received, there will be a confirmation email which is sent back to the email address which sent the complaint as acknowledgement of the complaint.
- If a complaint is to be made in writing, this needs to be done within 14 days of exhausting the stage 1 process. Please note that any complaints which are made outside of the 14 day period will not be actioned.
- Communication will be made to the parent or student if any additional information is required for the complaint.
- Once all of the information of the complaint has been gathered, further communication will be made and an additional attempt will be made to offer some compensation to rectify the issue. As per the process for stage 1, this can be anything from free sessions or a refund for sessions which have already been booked.
- Complaints which have been made in writing will be stored on the Mr James Maths Tuition systems for a period of up to 3 years. This will include all of the information which has been given as part of the complaint.
- If a complaint has been made regarding a member of staff, the student and parent will not be given an update on the outcome of this, however, please do be rest assured that all complaints which have been made are taken seriously and a full investigation will be conducted.
- Once the complaint has been completed, the tutor, and the company director will arrange a meeting with the parent and the student to have a discussion regarding the complaint. The meeting can take place either face to face, or online, whichever is most convenient for both parties.
- The student and parent will be provided with an update on the complaint, no more than 28 days after the initial complaint has been logged.
- Once the outcome has been sent to the parent and student, if both parties are in agreement that the complaint has been resolved, the complaint will be closed and this will be updated on the file, along with all details of the resolution of the complaint.
- If the parent and student are still not happy that the complaint has been resolved, then stage 3 of the process must be followed.

Stage 3:

- Once stage 2 of the process has been exhausted, if the parent and student are still not happy with the outcome, a formal meeting with the tutor and company director must be arranged. At this stage of the process, it may also be appropriate and necessary for other people to be present at the meeting. This can include anyone inside of the organisation and in addition, can be a friend or family member of the student and parent. The purpose of the meeting will be to put measures in place to ensure that a positive resolution to the investigation can be made.
- Please note that no personal information regarding the complaint will be sent to family members or friends of the parent or student after the meeting has been concluded.
- Whilst an investigation is being conducted, it may be necessary for the student's tuition sessions to be suspended whilst an investigation has been conducted.
- It may be necessary at this stage for Mr James Maths Tuition to appoint an impartial investigator who will be provided with all of the evidence of the complaint so that a resolution can be made.
- Mr James Maths Tuition will comply with all legal advice which is issued in the course of any complaint which has been made, if it is necessary to do so.
- Once all of the processes above have been followed, if the parent and student are still not happy with the outcome, a full refund will be issued for the entire booking, regardless of whether any sessions have been used. This refund will be processed to the initial payment method which was used to secure the booking. This will be issued within 5 working days of being processed.
- The student, parent, tutor and company director will then be issued with a document to sign to state that the investigation has been concluded and no further additional action will be taken.

Please note that if the course of the complaint is due to a safeguarding issue, this needs to be reported as a matter of urgency to: Brad.James@mrjamesmathstuition.co.uk and the safeguarding policy must be followed. This policy can be accessed by visiting the legal section of the Mr James Maths Tuition website, or can be sent on request by emailing: Info@mrjamesmathstuition.co.uk