



Complaints Policy

Policy Review Date: March 2026

Next Review Date: March 2027

Responsible Person: Elena Sullivan



Contents

1. Purpose
2. Informal Resolution
3. Formal Complaint
4. Investigation Process
5. Outcomes
6. Unreasonable or Persistent Complaints
7. Safeguarding Concerns
8. Record Keeping
9. Policy Review



1. Purpose

The Learning Pod is committed to providing high-quality tuition in a safe, supportive and professional environment.

This policy outlines the procedure to follow if a parent or carer wishes to raise a concern or make a complaint.

Concerns are welcomed as opportunities to improve the service provided.

2. Informal Resolution

In the first instance, parents and carers are encouraged to raise any concerns informally.

Most issues can be resolved quickly through open and respectful communication.

Concerns can be raised:

- In person
- By email

The Learning Pod will aim to respond within **5 working days**.



3. Formal Complaint

If the issue cannot be resolved informally, a formal complaint may be submitted in writing.

The complaint should include:

- The nature of the complaint
- Relevant dates and details
- What outcome is being sought

Formal complaints should be sent to:
thelearningpodtutoring@gmail.com

Upon receipt:

- Written acknowledgement will be provided within 5 working days.
- The complaint will be reviewed fairly and objectively.
- A written response will be provided within 14 working days where possible.

4. Investigation Process

The Learning Pod will:

- Review any relevant documentation or communication.
- Consider all information provided.
- Maintain confidentiality throughout the process.

If necessary, further clarification may be requested.



5. Outcomes

Possible outcomes may include:

- An explanation or clarification
- An apology where appropriate
- An agreed action plan
- A review of procedures

The aim is always to reach a fair and reasonable resolution.

6. Unreasonable or Persistent Complaints

The Learning Pod expects communication to remain respectful.

Complaints that are:

- Abusive
- Harassing
- Repeated without new information
- Vexatious

May result in tuition being terminated in line with the Terms and Conditions.



7. Safeguarding Concerns

If a complaint relates to safeguarding or child protection:

- The Safeguarding Policy will be followed.
- Relevant authorities may be contacted where appropriate.

Safeguarding concerns override normal complaint procedures.

8. Record Keeping

A written record of formal complaints and outcomes will be kept securely in line with the Confidentiality and Data Retention Policy.

9. Policy Review

This policy will be reviewed annually or earlier if required.

Signed:

Elena Sullivan
The Learning Pod

Date:28.3.26