

# COMPLAINT PROCEDURE

Ashfaq Aslam

GCSE COACH, SLOUGH

## **Complaints Procedure for GCSE Coach**

1. **Introduction** GCSE Coach is committed to providing high-quality tutoring services to all our clients. We understand that there may be occasions when clients are dissatisfied with our services. This complaints procedure outlines how complaints will be handled promptly, fairly, and effectively.
2. **Definition of a Complaint**
  - A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'. These include allegations against a member of staff working for GCSE Coach.
3. **Making a Complaint** Clients can make a complaint (within 30 days of the issue arising) by:
  - Contacting their assigned tutor directly to discuss the issue.
  - Contacting a member of our team via phone at 07438 476 658 or 07425 607 049
  - Completing a complaint form and emailing [info@gcsecoach.co.uk](mailto:info@gcsecoach.co.uk)
4. **Receipt of Complaint**
  - Upon receiving a complaint, a team member will acknowledge receipt within 2 working days.
  - The complaint will be logged and assigned a unique reference number for tracking purposes.
5. **Scope and exceptions**
  - This procedure covers all complaints about any provision of tuition by GCSE Coach other than complaints that are dealt with under other statutory procedures, including those listed below.
    - a) Matters likely to require a Child Protection Investigation: Complaints about child protection matters are handled under our child protection and safeguarding policy. If you have serious concerns, you may wish to contact the local authority designated officer (LADO).
    - b) Whistleblowing: Follow the internal whistleblowing procedure.
    - c) National Curriculum – content: Please contact the Department for Education at [www.education.gov.uk/contactus](http://www.education.gov.uk/contactus)
6. **Investigation**
  - The complaint will be thoroughly investigated by the relevant manager or supervisor.

- If necessary, the tutor involved will be asked to provide their account of the events.

## **7. Resolution**

- We aim to resolve complaints quickly, typically within 14 working days of receipt.
- Depending on the nature of the complaint, resolution may involve offering an apology, providing additional support or tutoring sessions, or issuing a refund.

## **8. Communication**

- We will keep the client informed of the progress of their complaint throughout the investigation and resolution process.
- If the resolution process is delayed for any reason, we will provide regular updates on the expected timeframe for resolution.

## **9. Escalation**

- If the client is not satisfied with the initial resolution, they may request an escalation of their complaint.
- Escalated complaints will be reviewed by a senior manager or director who was not involved in the initial investigation.

## **10. Final Response**

- A final response detailing the outcome of the complaint will be provided to the client in writing.
- The final response will include details of any actions taken to resolve the complaint and any remedial measures implemented to prevent similar issues in the future.

## **11. External Resolution**

- If the client remains dissatisfied after following our internal complaints procedure, they may escalate their complaint to an external authority, such as OFSTED or other relevant regulatory body.


## **12. Monitoring and Review**

- GCSE Coach will monitor and review complaints regularly to identify any trends or recurring issues.
- The complaints procedure will be reviewed annually and updated as necessary to ensure it remains effective and compliant with best practices.

**Date of Procedure Review: 25th February 2024**

**Next Scheduled Review: 25th February 2025**

Signed:

A handwritten signature in black ink, appearing to read 'Ashfaq Aslam', with a long horizontal stroke extending to the right.

Ashfaq Aslam, Director GCSE Coach