

Complaints Policy for Step Up Tutoring

Effective Date: 26th February 2025

Last Reviewed: 26th February 2025

1. Introduction

At Step Up Tutoring, we strive to provide a high standard of tutoring services and maintain a positive and productive learning environment. We are dedicated to providing our students with intuitive, honest and hard-working tutors, and take pride in our ability to do so. We take all feedback seriously and are committed to resolving any concerns or complaints quickly and fairly.

2. Purpose

The purpose of this policy is to:

- Outlines the process for raising and handling complaints related to our tutoring services, specifically concerns about tutor conduct or service quality.
 - Demonstrate how to gravitate such complaints.
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3. How to Make a Complaint

If you have a complaint about a tutor or our services, please follow these steps:

3.1. Informal Resolution with Tutor: If comfortable, raise your concerns directly with the tutor. They may be able to resolve the issue quickly and amicably.

3.2. Informal Resolution with Company: If you are not satisfied with the outcome of the verbal resolvment or did not feel comfortable discussing it with the tutor, the complaint should be made to Sam Foster by email: info@stepuptutoring.co with the nature of the complaint. An

attempt will be made to resolve the verbal complaint informally and if the complaint is resolved at this point, no further action is required.

3.3. Formal Complaint: In the event of an unsatisfactory informal response to a complaint, you should contact a N&C-J Director at HR@stepuptutoring.co within 5 working days following the conclusion of the informal resolution. The director will investigate the issue, and may arrange a meeting with you. Recording of such meetings is strictly forbidden. A separate meeting may also be scheduled with the person complained about, as they have the right to be heard. When the investigation is finished, the director will inform all necessary parties with the decisions and/or recommendations.

When submitting a complaint, formal or informal, please include:

- Your name and contact information
 - The name of the tutor involved
 - A clear description of the issue
 - Relevant dates and any supporting evidence (e.g., screenshots, messages)
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4. Confidentiality

All complaints will be handled in a confidential manner, sharing information only as necessary to resolve the issue.

5. Unreasonable Complaints

We will usually not restrict the contact that you will have with us. However, we do not expect our tutors to tolerate unacceptable behaviour and will seek to protect them from such behaviour. Examples of behaviour that would lead to a complaint being classified as unreasonable are:

- Refusing to cooperate with the investigation whilst demanding the issue to be resolved;
- Refusing to provide details surrounding the complaint despite being offered assistance;
- Continuing to complain following an explanation surrounding issues that are not within the scope of a complaints procedure;
- Demanding an outcome that is unjust or not feasible;
- Repeatedly making the same groundless complaint;
- Making a complaint about an issue that has already been resolved;
- Changing facts throughout the complaint which largely affects the original complaint;
- Not accepting a final outcome despite all fair procedures being performed properly and honestly;
- Complaining maliciously or aggressively;
- Using threats or intimidation;
- Using physical, emotional, or sexual abuse;
- Using offensive or discriminatory language;
- Using false information, or knowing the claim itself is false;

- Publishing unacceptable information onto social media or newspapers.

Unreasonable complaints may lead you being contacted by a director and/or being banned from using our services and/or the relevant authorities being contacted if any form of abuse or offensive language is used. Step Up Tutoring is a private business and reserves the right to refuse service to anyone it believes is acting irrationally.

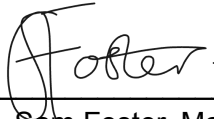
6. Continuous Improvement

We regularly review complaints to improve our services and ensure the highest standards of tutoring.

7. Contact Information

If you have any questions or concerns regarding this policy, please contact policies@stepuptutoring.co.

Signed:

A handwritten signature in black ink, appearing to read 'Foster', written over a horizontal line.

Sam Foster, Managing Director