



Educ8

Education Delivered with Utmost Care

Educ8 (Luton) Ltd

(Hereinafter referred to as "Educ8")

A bespoke 1:1 tuition service, where the education delivered is tailored to meet the exact requirements of the student involved.

COMPLAINTS POLICY

Rationale

We aim to establish and promote an effective working relationship with all stakeholders and partners. All organisations are required by law under Section 29 of the Education Act 2002 to have in place and publish a procedure for the handling of complaints relating to the service provided.

The great majority of concerns can be resolved informally, for example by telephone or in person, and we will endeavour to resolve the majority of issues in this way. However, a person raising a concern may sometimes feel that action has not been taken over a significant problem or that the issue has not been satisfactorily investigated or resolved. It is for these and similar reasons that transparent and effective procedures are required.

Aims

- To encourage resolution of problems by informal means where possible
- To be easily accessible and publicised
- To be simple to understand and use by all
- To ensure that all concerns raised and complaints are dealt with promptly, thoroughly, and fairly within established time limits, and that all parties are kept informed of progress
- To describe the process that may be used by a person wishing to raise an issue or concern
- To respect people's desire for confidentiality
- To ensure that services can be improved in the light of investigations or concerns raised
- To protect the rights of all stakeholders in the raising or receiving of a complaint

WHISTLE BLOWING

We are an open and transparent organisation that encourages tutors and others to seek advice from external organisations if they are not satisfied with the response to any complaint. Please see our Whistleblowing Policy for further details.

COMPLAINTS PROCEDURE – STUDENT

Do not feel threatened if a student wishes to make a complaint about the tutoring or the service being provided. Any communication from students can reveal information about their past experiences or possible safeguarding concerns. It could also indicate an unsuitable or unsustainable tutor match. A complaint indicates a problem that the student has identified, and it needs to be resolved.



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If a student wishes to make a complaint about a tutor, they should be encouraged to speak to their parent or carer and the Company Director, Nigel Jones. If they are not satisfied with the response, they may put the complaint in writing, and it will be dealt with as outlined above. For any other matter, students should be directed to their school or Local Authority complaints procedure. Their school should provide this information on request.

COMPLAINTS PROCEDURE – PARENT / CARER

If there are concerns about the tutor or the quality of the work being delivered, the parent or carer should in the first instance raise these concerns with the tutor.

If this is not resolved satisfactorily, or the situation does not improve, the Company Director should be contacted by telephone or email. During tutoring, regular feedback on progress will be requested by the Company Director, helping to ensure that concerns are identified and resolved quickly wherever possible.

COMPLAINTS PROCEDURE – SCHOOLS

Regular communication between us and schools should minimise complaints arising. If schools have concerns about the delivery of work or issues regarding tutors, they should contact the Company Director immediately so that these issues can be swiftly resolved.

References

- Education Act 2002 (Section 29)
- Department for Education: Keeping Children Safe in Education (2024)
- Education (Independent School Standards) Regulations 2014
- Department for Education guidance on complaints procedures

Review

N K Jones
September 2026

Review Date
September 2027