

Complaints Policy

Version No	1
Date	30th March 2026
Document Owner	Joanna Gibbs - Director & CEO
Approved	
Date of Review	30th March 2027

Amendment Register

Date Amended	
Amendments	

Policy overview

SENSational Tutors is committed to providing a quality service to our clients, children, and young people and this is of paramount importance to us. If you are not satisfied with the level of service you have received from us, we would like you to tell us about it. All complaints are taken very seriously, and any feedback is appreciated as it provides us with an opportunity to improve our standards. All complaints and feedback are referred on to the Director of the company.

Complaints Against a Teacher/Tutor

If you have a complaint against a Teacher/Tutor, please contact us in the first instance so that we can attempt to resolve your complaint: feedback@sensationaltutors.co.uk

When you do contact us, please could you provide the following details:

- Any reference or account number we supplied to you
- Confirmation of the services the tutor provided to you (or were due to provide to you)
- Whether you have paid for the services
- Specific details of the issues or complaints you are having. You might find it helpful to write down the specific details about your complaint or issue, (partly as a means of keeping your own record). To help us deal with your issue or complaint, we would like to know the following:
 - The date(s) and time(s) when the services were due to be provided and the date(s) and the time(s) when they were in fact provided.

- What services did we provide? What part of the services did we not provide?
- If we did not perform some of the services well or in accordance with what you and us agreed please let us know what the particular problem or issue is. The more detailed/specific you can be, the more helpful it will be to us (and will hopefully allow us to resolve your complaint or issue more quickly).
- How the services did not meet with your expectation(s).
- Who carried out the services?
- What remains to be done?

Where possible the Director will aim to:

- Take notes of the allegation/s and acknowledge receipt of the complaint.
- Advise the Teacher/Tutor of the nature of the Complaint within 3 working days.
- Conduct a fact-finding interview with the Teacher/Tutor within 5 working days-the Teacher/Tutor may be accompanied by a fellow colleague or a trade union representative.
- The Teacher/Tutor will be given the opportunity to respond to the complaint or allegation and may provide the Company with a written statement.
- Complete the process within 10 working days-unless additional investigation or action by professional or regulatory body is involved, in which case the Company will endeavour to resolve the complaint as soon as possible thereafter.

The Enquiries Team will usually complete an investigation report including any recommendations and communicate this to the Teacher/Tutor and complainant as appropriate.

Any action or recommendation may include:

- A letter to the complainant in support of the Teacher/Tutor
- The conveying of an apology to the complainant
- A note on the Teacher/Tutor's file on the Company's internal database for future reference
- Pausing the delivery of the Teacher/Tutor's tuition pending further investigation
- Termination of the Teacher/Tutor's contract
- Reporting the Teacher/Tutor to the police
- Reporting the Teacher/Tutor to the Disclosure Barring Service and Local Authority
- Any other action which may be relevant and proportionate to the nature of the complaint and the findings of any investigation.

In all aspects of Child Protection, the Company is obliged to act in accordance with the Local Safeguarding Children Board (LSCB) procedures with particular reference to sections 4 and 6, and also in line with the Independent Safeguarding Authority referral policy.

Complaints about SENSational

Tutors Ltd Complaints Policy

If you are unhappy with the service SENSational Tutors Ltd. has provided, we welcome your feedback to ensure we can improve our standards. Continuous improvement is an ongoing effort to improve the quality of our service and improve our processes.

Complaints Procedure

If you have a general complaint about our service, please contact us by email on:

feedback@sensationaltutors.co.uk where we will attempt to resolve your complaint informally at a preliminary stage. Please provide as much detail regarding the nature of your complaint as necessary. Please note that the Company reserves the right (at our absolute discretion) not to respond to a complaint, including in (but not limited to) the following circumstances:

- If the complaint is vexatious or repetitive;
- If we have already provided a response and no new information is raised;
- If it is related to factors outside of our control;
- If it relates to a reasonable refusal to provide a service or enter into a contractual relationship.

If, however you are not satisfied with the way we have dealt with your complaint at the preliminary stage, please email the Director: joanna@sensationaltutors.co.uk

The Company will appoint an Investigation Officer to consider your complaint further.

Next Steps

- We will aim to respond to your email within 3 working days of receipt, to acknowledge your complaint and confirm the name of the Investigation Officer. This may be the company director. The Company may request you provide further details or evidence where required.
- We will record your complaint on our central register within 1 working day of receipt.
- An investigation will commence and will normally involve the following steps:
 - Advising any tutors or other professionals if the nature of the complaint is considered applicable and appropriate.
 - Contacting any tutors or other professionals cited in your complaint to provide an explanation of events and request any additional information required.

- Reviewing any relevant documentation
- We may ask the tutor or other professional who originally dealt with your complaint to provide additional information if required.
- The process should ideally take no longer than 10 working days (unless additional investigation or action by a professional or regulatory body is involved, in which case we will endeavour to resolve the complaint as soon as possible thereafter)
- You will receive a response to your complaint from the Investigating Officer and may include any suggestions for resolving the matter.
- If you remain unsatisfied with the decision, you can contact the relevant industry trade association.

If we must change any of the timescales above, we will let you know and explain why.

Please note: In any event, we will comply with any statutory procedures that may relate to your complaint.

Written Records

A written record will be kept of all complaints made at all stages of the complaints process. Records will indicate whether complaints have been resolved at the preliminary stages or whether they proceeded to an investigation conducted by an Investigation Officer. All correspondence, statements and records relating to individual complaints will be kept confidentially secured and be available for inspection by the Director or a body conducting an inspection (referring agencies, Local Authority) and government bodies who require access to them.