



# ASPIRING MINDS TUITION

EDUCATION WELLBEING CREATIVE

## COMPLAINTS POLICY

Reviewed July 2025

## CONTACT US



07764501214



[info@aspiringmindstuition.co.uk](mailto:info@aspiringmindstuition.co.uk)



[aspiringmindstuition.co.uk](http://aspiringmindstuition.co.uk)

## Complaints Policy

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## 1. Purpose

This policy outlines the procedures for raising and managing complaints at Aspiring Minds Tuition (AMT). We are committed to providing a high-quality, inclusive educational experience, particularly for children and young people with Special Educational Needs and Disabilities (SEND). We aim to resolve concerns promptly, fairly and in a way that supports continuous improvement in our services.

## 2. Scope

This policy applies to:

- All staff (permanent, temporary, contractors and volunteers)
- All learners and parents/carers
- Any visitors, partners or service providers associated with our organisation

Complaints may relate to:

- The quality of teaching and learning
- Assessment processes or decisions
- Interactions with staff or learners
- Accessibility, SEND support or safeguarding matters
- General administrative or service-related issues

## 3. Our Commitment

At AMT, we:

- Treat all complaints seriously and with respect
- Aim to resolve complaints informally wherever possible
- Make reasonable adjustments to ensure that learners with SEND and their parents/carers can access and understand the complaints process
- Learn from complaints to improve our services

We recognise the rights of parents/carers and learners to express concerns without fear of disadvantage.

## 4. Complaints Process

### **4.1 Informal Stage – Raising a Concern**

- We encourage learners or parents/carers to raise concerns directly with the staff member involved as soon as possible
- If appropriate, the issue may be resolved through a conversation, clarification, or quick action
- If the concern is not resolved or the complainant is unsatisfied, the formal stage can be initiated

## 4.2 Formal Stage – Written Complaint

If the issue remains unresolved, a formal complaint should be submitted in writing (email or letter) within 14 working days of the incident or concern.

The complaint should include:

- Full name and contact details of the complainant
- The learner's name (if different)
- Details of the complaint and any evidence
- A description of what outcome is being sought

Send to:

Lucy Stephenson (Director)

Email: [info@aspiringmindstuition.co.uk](mailto:info@aspiringmindstuition.co.uk)

Address: 8 The Crimbles, Durkar, Wakefield, WF4 3EX

## 4.3 Investigation

- The complaint will be acknowledged within 5 working days
- A senior member of the AMT team (not directly involved) will investigate the matter
- All parties may be asked to provide further information or attend a meeting
- Consideration will be given to adjustments for SEND learners and their parents/carers, such as support with communication or understanding outcomes

## 4.4 Outcome and Response

- A written outcome will be provided within 10 working days of the complaint being acknowledged. If more time is needed due to the complexity of the issue, the complainant will be kept informed of progress and given an updated response timeframe.
- Outcomes may include: an apology, a change in practice, additional support, or no action if the complaint is not upheld
- If the complainant is unsatisfied, they may request a final internal review

## 4.5 Final Internal Review

- A different senior team member will conduct a review
- The outcome will be communicated in writing within 10 working days and this decision will be final
- If the complaint relates to regulated qualifications or assessments, learners may escalate to the awarding body (e.g. BCS)

## 5. Accessibility and SEND Considerations

- We ensure that the complaints process is accessible to learners with SEND and their parents/carers
- Support includes: verbal submission, assisted form-filling or translation into accessible formats
- Parents/carers/advocates may submit complaints on behalf of learners with consent

## 6. Compliance with Government Guidance

This policy is written with reference to the following national guidance and legal obligations:

- **SEND Code of Practice: 0 to 25 years (2015)**  
Provides statutory guidance on handling complaints involving children and young people with SEND.  
<https://www.gov.uk/government/publications/send-code-of-practice-0-to-25>
- **Keeping Children Safe in Education (KCSIE, 2024)**  
Emphasises the importance of responding appropriately to safeguarding concerns and complaints raised about staff or practice.  
<https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>
- **Equality Act 2010**  
Requires reasonable adjustments and protection against discrimination for people with SEND or other protected characteristics, which may form the basis of a complaint.  
<https://www.legislation.gov.uk/ukpga/2010/15/contents>
- **DfE Best Practice Guidance on School Complaints Procedures (2019)**  
Sets out expectations for fair, transparent and accessible complaints handling in educational settings, including tuition services.  
<https://www.gov.uk/government/publications/school-complaints-procedures>

## 7. Roles and Responsibilities

- All staff (permanent, temporary, contractors and volunteers) must respond professionally and supportively to complaints.
- Managers are responsible for investigating complaints, maintaining confidentiality, and supporting fair outcomes.
- Learners and families are encouraged to raise concerns constructively and participate in resolution processes.

## 8. Monitoring and Improvement

AMT records and analyses complaints to identify trends and improve practice. A summary of complaints (anonymised) is reported to senior leaders annually for review and learning.

## 9. Linked Policies

This policy should be read alongside the following AMT policies, which provide additional guidance and support for managing and resolving complaints:

- **Safeguarding Policy**  
Ensures concerns related to learner welfare or safety are handled according to statutory safeguarding procedures.

- **Equality, Diversity and Inclusion Policy**  
Supports the fair treatment of all individuals raising complaints, including protection from discrimination.
- **Reasonable Adjustments Policy**  
Outlines support for learners with SEND whose complaints may relate to unmet needs or access barriers.
- **GDPR and Data Protection Policy**  
Ensures any personal data shared during a complaint is handled securely and lawfully.
- **Quality Assurance Policy**  
Links complaints to wider service improvements, supporting ongoing quality monitoring and review.
- **Learner Agreement: Code of Conduct**  
Relevant where complaints concern learner behaviour or breaches of conduct.
- **Staff Agreement: Code of Conduct**  
Relevant where complaints involve staff professionalism or conduct expectations.

## 10. Review

This policy will be reviewed annually to ensure it remains up to date, effective and aligned with current legislation and best practice.

Date of Issue: 01.07.25

Next Review Date: 01.07.26