



Top Tutors Ltd Complaints Policy

Introduction

Top Tutors Ltd views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Top Tutors Ltd knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Top Tutors Ltd and its staff, including freelancers.

Where Complaints Come From

Complaints may come from any individual or organisation, if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, who should refer to Top Tutors Ltd's internal policy on such matters.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.



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Responsibility

Overall responsibility for this policy and its implementation lies with Tsz Wai Cheung, Company Director.

Review

This policy is reviewed regularly and updated as required.

Complaints Procedure of Top Tutors Ltd

Contact Details for Complaints:

Written complaints may be sent to **Top Tutors Ltd, 167-169 GREAT PORTLAND STREET 5TH FLOOR, LONDON, W1W 5PF** or by email at info@thetoptutors.com. Verbal complaints may be made by telephone to **+44 (0) 7902 889668**.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have, such as social media. Complaints received by telephone or in person need to be recorded.

The person who receives a telephone complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Top Tutors Ltd, e.g. tutee, tutee guardian, carer
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take



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- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the Top Tutors Ltd Director within five working days.

On receiving the complaint, the Director records it in the Complaints Logbook. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this Complaints Policy should be attached. Ideally complainants should receive a definitive reply within 10 working days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two



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If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can escalate the complaint to Stage Two – a meeting with the Top Tutors Ltd Director. This is the final stage of the complaints' procedure.

A request to escalate to Stage Two must be made to the Top Tutors Ltd office, within five working days of receipt of the Stage One response. The office will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within five working days.

Requests received outside of this time frame will only be considered if exceptional circumstances apply. The office will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 10 working days of receipt of the Stage Two request. Top Tutors Ltd will provide the complainant with a full response to the complaint and the reason(s) for it, in writing, within another five working days.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the Director decides it is appropriate to seek external assistance with resolution.

Variation of the Complaints Procedure

The Director may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a Board Member should not also have the Board Member involved as a person leading a Stage Two review.



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Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.