

Complaints Policy

Part I: Policy details

1. What does this policy cover and who is covered?

Little Owl Tuition endeavours to ensure that our parents are happy with our services. An important part of that commitment includes putting in place a policy to ensure that we promptly, fairly and consistently address any complaints, concerns, and problems relating to your time with us.

2. Who does it apply to?

All customers.

Part II: Our procedure for raising a complaint

Please follow this procedure. It is designed to ensure fair and efficient handling of any complaint or concern raised by Little Owl Tuition's customers.

1. Before formal action is taken: If you have a concern

We strongly encourage you to approach Kate Randall if you are concerned or unhappy about any problems or issues with your service. We believe that an informal discussion can often be the most effective and rapid means to resolve most concerns that customers raise. Kate Randall understands that they are expected to help address any such concerns in line with our policies and our business values.

If you do not feel comfortable raising a particular concern with Kate Randall, or your complaint is about Kate Randall, then you should instead notify Michael Randall.

If this discussion is not successful in resolving your concern, you must follow the procedure below.

2. Stage 1: formal complaints action – reporting and gathering the facts

- a. Provide written details of your complaint to Kate Randall or to Michael Randall if that person is part of your complaint. Make sure that you include:
 - a. What has happened
 - b. The names of any individuals involved
 - c. The history and any relevant dates (at least approximate ones) relating to all of the facts you describe
 - d. Any materials (correspondence, screenshots of communications, etc.) that help to support what you have described
 - e. What steps you have already taken to resolve your concern(s) (including whether you have already spoken with Kate Randall) and the outcome of those steps.
 - f. What action you want Little Owl Tuition to take in response to your complaint, and what outcome you would like. For example, you might request that a particular policy, procedure, practice or set-up within our business is changed; or perhaps that a warning be issued to a particular individual to whom your complaint might relate.
- b. You should also clearly state within this written document that you intend for it to be handled under Little Owl Tuition's formal complaints procedure.

- c. We will acknowledge receipt of your complaint (in writing within 3 days) and tell you how we intend to deal with it, the precise nature of which may depend on what you have told us.
- d. We will thoroughly examine all relevant facts and materials available to us and you will be required to co-operate with us so that we can ensure a fair and thorough investigation into the issue(s) you have raised. As soon as we have completed our investigation, we may ask you to attend a formal interview and/or take a formal statement from you about the matter. We may also ask other people to attend interviews and/or provide statements too.
- e. We will do our best to give you a timeframe of how long the investigations may take, if they cannot be completed within 7 days.

3. Stage 2: formal complaints action – the complaint meeting(s)

- a. We will hold a formal meeting and invite you to attend. At this meeting, we will ask you to explain your concern(s) and how you think we should resolve it/them. It is an important part of our formal complaints process.
- b. The meeting will usually take place within 5 working days of you lodging your complaint. We ask that you make every effort to attend it. If you are unable to attend, we will make all reasonable efforts to reschedule the meeting to an alternative time that you are able to make.
- c. We will not record this meeting without your knowledge. Please do not record the meeting without our knowledge and consent. If at any time, you have concerns about our grievance process or the individual(s) leading it on our behalf, you should tell us promptly and openly, so that we can address your concerns.
- e. Once the above meeting has been held, we will often need to further investigate the matters discussed. That may involve further locating and considering relevant documentation and speaking with other people, whom we may wish to formally interview or re-interview. It is not generally permitted for you to participate in these activities, including to ask direct questions of other people during an interview. But we will keep you informed of progress and we may well ask you for more information of for another meeting. It is also possible that we will not consider there to be a need for further meetings or follow-up after the above meeting.

4. Stage 3: formal grievance action – Little Owl Tuition’s decision

Within a week of the final meeting that we decide to hold with you during this stage, we will provide you with a written decision, outlining our conclusions and how we have decided to address your complaint.

5. Stage 4: formal complaint action – your right to appeal

- a. If you are not happy with our decision, you are entitled to appeal it. You must do so in writing within one week of receiving our decision.
- b. Your appeal must be set out in writing and:
 - a. Addressed to the relevant person identified as the correct recipient for an appeal in our written decision
 - b. Clearly set out why you are appealing against our decision
 - c. Provide any new information or evidence on which you wish to rely since our earlier investigations were completed

6. Stage 5: formal complaint action – the appeal hearing

Usually within two weeks of you notifying us of your appeal, we will invite you to attend a further meeting with us. Wherever possible, the manager who held the original grievance meeting will not lead this appeal meeting.

7. Stage 6: formal complaints action – Little Owl Tuition’s final decision

- a. Following this meeting, we will provide you with our written, final decision. We aim, wherever we can, for you to receive this decision within two weeks of the appeal hearing.
- b. This concludes our process. We do not consider any further appeals.