

Rosanna Brown English Tuition

Complaints Policy 2026 – 2027

1. Policy Statement

Rosanna Brown English Tuition is committed to providing high-quality educational services and maintaining positive, professional relationships with students, parents and carers. As a member of The Tutors' Association, Rosanna Brown is committed to maintaining high standards of professionalism, ethical practice and continuous professional development.

This policy sets out the procedure for raising and resolving concerns or complaints in a fair, transparent and timely manner. If concerns or complaints arise, every reasonable effort will be made to resolve them fairly, promptly and respectfully. Feedback is welcomed as an opportunity to improve the quality of the services provided.

2. Policy Scope

- This policy applies to concerns or complaints relating to the educational services provided by Rosanna Brown English Tuition, including tuition, communication, administration, safeguarding, behaviour and conduct, fees, scheduling and any other aspect of the services provided.
- This policy explains how concerns and complaints will be managed and should be read alongside the relevant Terms and Conditions and other policies issued by Rosanna Brown English Tuition.

3. Raising a Concern

- Most concerns can be resolved quickly through informal discussion.
- Parents, carers or adult students are encouraged to raise any concern as soon as reasonably possible by contacting the tutor directly.
- Concerns may relate to matters including, but are not limited to:
 - tuition delivery
 - communication
 - scheduling or administration
 - educational provision
 - behaviour or conduct
 - safeguarding
 - fees or payments
 - any other aspect of the services provided
- Every reasonable effort will be made to resolve concerns promptly, fairly and amicably.

4. Formal Complaints

- If a concern cannot be resolved informally, a formal complaint may be submitted in writing.
- The complaint should include:
 - the complainant's name
 - the student's name (where applicable)
 - details of the complaint
 - any relevant supporting information
 - the outcome or resolution being sought.
- Complaints should be sent to:

Rosanna Brown English Tuition

Email: rosannabrownenglishtuition@outlook.com

- Receipt of the complaint will normally be acknowledged within five working days.
- Where appropriate, parents and students are encouraged to continue engaging constructively with tuition arrangements while the complaint is being considered, unless doing so would be inappropriate in the circumstances.

5. Investigation

- Complaints will be considered fairly, impartially and confidentially.
- Where appropriate, relevant records, correspondence or other information may be reviewed in order to investigate the matter fully.
- Every reasonable effort will be made to provide a written response within 15 working days of acknowledging the complaint.
- Where additional time is reasonably required due to the complexity of the complaint or the need to obtain further information, the complainant will be informed.

6. Confidentiality

- All complaints will be handled sensitively and confidentially.
- Information relating to one student or family will not be disclosed to another student, family or third party except where required or permitted by law, safeguarding responsibilities or another lawful basis.
- Parents and students are expected to respect the confidentiality of the complaints process and not disclose information relating to another student or family.

7. Unreasonable or Unacceptable Conduct

- Rosanna Brown English Tuition is committed to responding fairly and professionally to all genuine concerns and complaints.
- However, abusive, threatening, discriminatory, offensive or persistently unreasonable behaviour towards the tutor will not be accepted.

- Where necessary, communication may be limited, alternative methods of communication may be required, or tuition services may be withdrawn in accordance with the relevant Terms and Conditions.
- This will not affect an individual's right to raise a genuine concern or complaint.

8. External Resolution

- Rosanna Brown English Tuition aims to resolve all complaints fairly, professionally and promptly through the procedure set out in this policy.
- Where a complaint cannot be resolved, individuals remain free to seek independent legal advice or to contact any relevant regulatory or statutory authority where appropriate.
- Nothing in this policy affects an individual's legal rights.

9. Monitoring and Review

- Complaints will be reviewed periodically to identify opportunities to improve educational provision, communication, policies and procedures.
- Rosanna Brown English Tuition is committed to maintaining high professional standards through ongoing professional development and adherence to recognised tutoring best practice, including the standards promoted by The Tutors' Association.
- This policy will be reviewed annually or sooner where required by changes in legislation, professional guidance or operational practice.

10. Related Documents

- This Complaints Policy should be read alongside the following documents issued by Rosanna Brown English Tuition:
 - Privacy and Data Protection Policy
 - Safeguarding Policy
 - Behaviour and Conduct Policy
 - Health and Safety Policy
 - Home Education English Programme Terms and Conditions
 - One-to-One Online Tuition Terms and Conditions
 - One-to-One In-Person Tuition Terms and Conditions
 - Group Tuition Terms and Conditions
 - Specialist Feedback Services Terms and Conditions
 - Any additional policies relating to online safety or educational provision.
- Together these documents form the policy framework governing the safe, lawful and professional operation of Rosanna Brown English Tuition.

11. Policy Review

Effective From: September 2026

Review Date: September 2027

Next Scheduled Review: Annually, or sooner where required by changes in legislation, professional guidance or operational practice.