



## COMPLAINTS PROCEDURE

### 1. Commitment

Staley's Science Tutor aims to provide a high-quality tutoring service. If a parent or student is unhappy with any aspect of the service, concerns are taken seriously and addressed promptly.

### 2. Informal Resolution

In most cases, concerns can be resolved quickly through direct communication.

Parents are encouraged to raise concerns via email or message so that they can be discussed and resolved.

### 3. Formal Complaint

If the concern cannot be resolved informally, a formal complaint may be submitted in writing.

The complaint should include:

- the nature of the concern
- relevant details or dates
- the outcome being sought

A response will normally be provided within **7 days**.

### 4. Resolution

Every effort will be made to resolve complaints fairly and promptly. Possible outcomes may include:

- clarification of policies
- changes to tutoring arrangements
- partial refunds where appropriate