





# Positive Progress Tuition

## **Complaints Procedure**

Owner: Lisa Heron

Updated: January 2023

Reviewed by: Lisa Heron via Atlas Citation

Next Review: January 2024

## **Statement of Intent**

Positive Progress Tuition believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve the Study Centre and will give prompt and serious attention to any concerns about the running of it.

We anticipate that most concerns will be resolved quickly by an informal approach to the Centre manager. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

## **Aim**

We aim to bring all concerns about the running of our Tuition Service to a satisfactory conclusion for all parties involved.

## **Methods**

To achieve this, we operate the following Complaints Procedure. We are required to keep a 'complaints summary record ' of all complaints that reach Stage 2 or beyond. This is to be made available to all stakeholders involved in the complaint

## **Making a complaint**

### **Stage1**

- Any stakeholder who has a concern about an aspect of Positive Progresses provision should initially discuss their concerns with their School Liaison Partner
- Most concerns should be resolved amicably and informally at this stage.

### **Stage 2**

If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Instructor.

- For anyone who is not comfortable with making written complaints, a template form may be requested. The form may be completed with the School Liaison Partner and signed by the schools representative.
- Positive Progress stores written complaints in line with GDPR
- Where the complaint involves a detailed investigation, the company may wish to store all information relating to the investigation in a separate file designated for this complaint
- Confirmation of receipt of the complaint must be sent by the Instructor in writing to the school (or by email if requested) stating that the complaint is being investigated, within five working days of receipt of the complaint
- When the investigation into the complaint is completed, the Instructor shall meet with the parent to discuss the outcome.
- When the complaint is resolved at this stage, a summary of the points is logged in the complaints summary record log.

- A record of these complaints' are kept of the complaints register for a period of three years. This register details the nature of complaint, the outcome of the investigation and the action that was taken

#### Stage 3

- If the stakeholder is not satisfied with the outcome of the investigation, he or she can request a meeting with the Company Director/Director of Learning and Teaching.
- The stakeholder must be able to have an additional member of staff present if required
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, a summary of the points is logged in the complaints summary record log.

#### Stage 4

- If at the Stage 3 meeting an agreement cannot be reached the stakeholder may refer the complaint to an external governing body, such as DfE or Tribal Education for further investigation and resolution.

#### Stage 5

- When Positive Progress Tuition Complaints Procedure has been concluded a final meeting between the stakeholder and Positive Progress may be held, if the parties so wish.
- The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint.
- In the event that a meeting does take place, a record of the meeting including the decision on the action to be taken, will be made. Everyone present at the meeting signs the record and receives a copy of it. The signed record signifies that the procedure has concluded.

#### **Please Note:**

In cases of complaints about the inappropriate behaviour or attitude of any Positive Progress staff members, the complaint will be risk assessed. If it is determined that the complaint relates to a safeguarding concern, Positive Progress will always seek the advice of the Lead Authority Designated Officer (LADO), social care services, or the police if a crime has, or may have been committed.

If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board

- [www.ofsted.gov.uk](http://www.ofsted.gov.uk)
- [www.liverpool.gov.uk/social-care/childrens-social-care/keeping-children-safe/children-at-risk/](http://www.liverpool.gov.uk/social-care/childrens-social-care/keeping-children-safe/children-at-risk/)

#### **Policy Date**

This policy was agreed and disseminated via Atlas Citation in January 2023 and will be reviewed annually or when there are substantial organisational changes.