










<b>POLICY TITLE</b>	Complaints Policy
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## REVIEWS COMPLETED

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Carol Skitt	Head of HR & Compliance		01/07/2022
Vanessa Leach	Managing Director		01/07/2021
Carol Skitt	Head of HR & Compliance		01/07/2021

## DETAILS OF POLICY UPDATES

DATE	DETAILS
05/10/2022	Link added to complete complaints form
30/11/2023	Updated job title from Head of Partner Management to Head of Partner Success Added stage 0 to Appendix 1 – Complaints handling process Added Appendix 2 – Dissatisfaction with Tute service form Added Appendix 3 – Tute concern investigation form Added clarification to process stages
02/03/2024	Updated visual summary of process
22/05/23	Updated Section 9 to include details of how a complainant can gain independent review if dissatisfied with the outcome of stages 0-3

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## 1 INTRODUCTION

Tute’s mission is to be the first-choice online teaching partner for schools, local authorities, and non-mainstream settings. Providing outstanding service across all areas of our business is vital to achieve this. We therefore set high standards in service delivery and seek feedback from individuals, users of our services, and anyone who works with us on all aspects of our service. Such feedback, either asked for or give, is invaluable in helping us evaluate and improve our work.

We recognise that service may not always meet our standard or that of our users so accept that we may receive a complaint from time to time. By hearing directly from our partners, we can investigate and improve to prevent further complaints and to ensure an excellent service.

## 2 PURPOSE AND AIMS

The purpose of this policy is to:

- Provide users with a fair and effective way to complain about Tute’s service
- Ensure that users know how to make a complaint and how that complaint will be handled
- Support Tute staff in dealing with and addressing complaints
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames
- Monitor and improve Tute’s service
- Enable the best outcomes for our students

## 3 RESPONSIBILITIES

Tute’s senior leadership team is responsible for:

- establishing a system that manages complaints effectively and efficiently

- ensuring the complaints process is effectively administered
- ensuring all staff are appropriately trained in complaints management
- facilitating the development of the complaints management policy and procedure and the delivery of
- an effective complaints management system
- conducting internal reviews where the Tute has conducted an investigation
- ensuring that recommendations made through investigation reports and internal reviews are actioned
- referring matters to an external agency for action where appropriate
- maintaining accurate complaint records
- determining the response to complaints where escalated

Tute employees are responsible for:

- providing excellent service
- handling complaints in accordance with the Tute’s partner complaint procedure
- maintaining accurate complaint records
- escalating and/or asking for support if needed
- Partners are responsible for:
  - informing Tute of any dissatisfaction with its service
  - providing as much information as possible
  - working with Tute to resolve the matter quickly and simply

## 4 SCOPE OF THIS POLICY

This procedure covers all complaints about any provision provided by Tute other than complaints that are dealt with under other procedures, including those listed below.

Exceptions	Who to contact
Matters likely to require a Child Protection Investigation	Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance.  If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has

	local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH).
Whistleblowing	We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.
Staff grievances	Complaints from staff will be dealt with under the staff grievance procedures.
Staff conduct	Complaints about staff may move to be dealt with under the Tute’s internal disciplinary procedures, if appropriate.  Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.
Complaints about services provided by other providers	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against Tute in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

## 5 DEFINITIONS

**Partner:** A partner is a user of Tute’s service and can include but is not limited to student, partner, or parent. They either pay and organise provision, or receive the provision.

**Complaint:** A complaint is any expression of dissatisfaction about an act, omission, decision, or a service provided by Tute, whether justified or not.

**Concern:** A concern is something that may make someone feel worried about the service that Tute provides.

**Complainant:** The individual making the complaint, usually a user.

**Complaint handler:** The person appointed at Tute to resolve the complaint, including those appointed to investigate. This might be more than one person and different at different stages.

### **The difference between concern and complaint:**

**A concern** may be defined as ‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’.

**A complaint** may be defined as ‘an expression of dissatisfaction however made, about actions taken or a lack of action’.

It is in everyone’s interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Tute takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Tute will attempt to resolve the issue through the stages outlined within this complaints procedure.

## **6 RELATED POLICIES**

Equality and diversity policy

Anti-bullying and harassment policy

Behaviour policy

Quality policy

Curriculum policy

Safeguarding policy

## **7 TUTE STANDARDS**

In handling complaints, Tute will:

- Take all complaints seriously
- Treat complainants with courtesy and fairness at all times
- Support Tute staff and treat them fairly and with respect
- Maintain confidentiality where required
- Deal with complaints promptly and keep to an agreed timetable for handling a complaint.
- Acknowledge a complaint within 2 working days
- Provide a response within 10 working days
- Not accept any mistreatment of its staff and expect complainants to be courteous and fair at all times
- Monitor concerns and intervene before they become a complaint
- Monitor complaints and share numbers and categories of complaints with staff and the percentage of complaints upheld
- Be open, honest, and accountable about failings
- Do its best to improve its service

## 8 PROCESS AND PROCEDURE

Tute would rather all complaints were resolved informally with the objective being to address issues quickly, simply, and fairly and with common sense.

Most issues can be resolved amicably at the first stage, with complaints reaching the second stage in only a minority of cases.

Constructive criticism, made through partner surveys, in discussion, or in review are always welcome to help us achieve, improve, and maintain an excellent service.

### 8.1 Who can make a complaint?

Tute's complaints procedure is not limited to partners that commission and pay for Tute's service, Any person may make a complaint to Tute.

We recommend that complaints from students and parents be directed to the commissioning organisation.



## 8.2 When to make a complaint

An individual may make a complaint if they feel that Tute:

Failed to provide a service

Failed to provide an acceptable standard of service

Made a mistake in the way the service was provided

Failed to act in a proper way

Provided an unfair service

Did not meet its statutory obligations

Complaints must be made within one month of the incident or, where a series of associated incidents have occurred, within one month of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

## 8.3 Anonymous complaints

Whilst a note will be made of anonymous complaints and issues considered, Tute is limited in its ability to address and so cannot follow the above process.

## 8.4 How to make a complaint

A concern or complaint can be made in person, in writing, or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

We recommend that complaints from students and parents be directed to the commissioning organisation.

Concerns should ideally be raised with an account manager but can be raised with anyone at Tute.

Complaints about the managing director should be made to Tute's Board via the head of people, culture, and social responsibility [carol.skitt@tute.com](mailto:carol.skitt@tute.com).

Complaints about the head of people, culture, and social responsibility should be made to Tute’s managing director via [vanessa.leach@tute.com](mailto:vanessa.leach@tute.com).

## 8.5 Withdrawal of a complaint

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

## 8.6 The four stages of the complaints procedure



### 8.6.1 Stage 0 – Concern

Tute is committed to being pragmatic about issues by learning of them early and addressing them quickly.

Tute doesn’t wait to be told by partners of potential issues; it actively seeks to improve the quality of service in various ways:

- Quality assurance policy and procedure
- Frequent partner reviews
- Student surveys
- Partner surveys

- Staff surveys
- Focus groups
- Employing and impact and evaluation manager
- External lesson observation
- Data collection and analysis
- Data reporting and action
- Weekly report, risks, and priorities management meetings
- Monthly management meetings
- Board meetings

Sometimes, concerns are raised by individuals accessing Tute's service. We recognise that, sometimes, a complaint will not be related to one incident but could rather be a build-up of small issues over time that create an overall dissatisfaction with our service leading to the need for a complaint. To ensure we capture and manage this, Tute will monitor and record all occurrences of dissatisfaction so that we can intervene before it may lead to a complaint.

### 8.6.2 Stage 1 – Complaint

We aim to solve all complaints informally at this stage.

We recommend that complaints from students and parents be directed to the commissioning organisation.

Complainants can make their complaint by phone or in writing, ideally to their account manager. If they do not know who their account manager is, just ask us at [info@tute.com](mailto:info@tute.com). If they'd rather speak to someone else, or if they are a student or parent they should go to someone they feel comfortable with.

The complainant should tell them as much as they can about what happened, including dates and times, names etc and provide any evidence that they have.

**The member of staff to whom they make the complaint will complete an [online form](#)**

This will allow us to record the complaint and inform Tute's Head of Partner Success who will acknowledge the complaint to the complainant within 2 working days.

The Head of Partner Success may investigate what happened or might pass this onto the manager responsible for that department.

If the complaint handlers feels that the complaint is of a very serious nature or concerns a manager then it will be referred to stage 3, the managing director.

We will ask if we need any information from the complainant.

Within 10 working days, but ideally before, the head of partner success (or another member of the team if more appropriate) will contact the complainant to explain in writing or have an informal discussion about the outcome. This discussion will be pragmatic, open, and honest.

We hope that this will resolve the complaint.

### 8.6.3 Stage 2 – Escalation

If the complainant is not satisfied with the outcome in stage 1, they must make their complaint formally in writing to Tute’s head of people, culture, and social responsibility at [carol.skitt@tute.com](mailto:carol.skitt@tute.com).

This should take place within 10 working days of receiving the stage 1 response.

Tute’s head of people, culture, and social responsibility will acknowledge the complaint within 2 working days.

Tute’s head of people, culture, and social responsibility will consider the complaint, the evidence provided by the complainant and the evidence gathered at stage 1. The head of people, culture, and social responsibility may need to carry out further investigations.

The complainant will be informed of the outcome in writing within 20 working days of making the complaint.

### 8.6.4 Stage 3 – Appeal

If the complaint cannot be resolved to the complainant’s satisfaction at stage 2, complaints must be addressed to the managing director at [vanessa.leach@tute.com](mailto:vanessa.leach@tute.com).

This should take place within 10 working days of receiving the stage 2 response.

The managing director will acknowledge receipt of the complaint within 2 working days.

The managing director will review the stage 2 investigation and recommend one of the following actions within ten working days (from the date the complainant stated they wanted to take the complaint to stage 3):

Uphold the action taken at stage 2

Make changes to the stage 2 recommendation/actions

The complainant will be informed in writing of the outcome of stage 3 within 15 working days.

The decision reached about this complaint will then be final but other options available to the complainant should be detailed in the letter.

If after Tute Education Ltd has followed the three stages and the complainant is still not satisfied with the result, they can contact an appointed independent, impartial reviewer: WorknLearn. Contact details are as follows:

[enquiries@worknlearn.org.uk](mailto:enquiries@worknlearn.org.uk)  
0121 798 0555

Beeches House  
1a and 1b Greenfield Crescent  
Edgbaston, Birmingham  
B15 3BE

This should be done within one month of receiving the outcome from the appeal.

## 9 ANNUAL REVIEW

The Complaints policy will be reviewed on an annual basis.

## 10 APPENDICES

### 10.1 Appendix 1 – Complaints handling process

Stage	Step	Guidance
0	Complainant shares concern	

1		Tute staff acknowledges receipt	
		Tute staff completes <a href="#">online form</a>	
		Head of Partner Success decides who best to investigate	
		Appointed investigator investigates	Complete Tute concern investigation form Upload to complaints folder when completed
		Appointed investigator feeds back to complainant by email	Attach Tute concern investigation form PDF CC Head of Partner Success Within 2 working days
		Complainant makes complaint	This could be by email, on the phone, or in person
	2.	Tute staff completes <a href="#">online form</a>	Notifies Head of Partner Success and Head of People, Culture, and Social Responsibility (PCSR) Populates spreadsheet  Inform complainant that you will pass the complaint on
	3.	Head of Partner Success acknowledges receipt of complaint	Within 2 working days

	4.	Head of Partner Success considers who should investigate complaint if not them	<p>Relating to a colleague's responsibilities: Head of Department</p> <p>Serious complaint: Head of PCSR</p> <p>About a head of department – Head of PCSR</p> <p>About managing director – Board</p> <p>Head of Partner Success may wish to discuss with Head of People, Culture, and Social Responsibility to determine the most effective and sensible action</p>
	5.	Investigate complaint	<p>Complete Tute complaint investigation form</p> <p>Upload to complaints folder when completed</p>
	6.	Discuss with Head of Partner Success	If investigated by someone else
	7.	Determine resolution and action	<p>Discuss with relevant colleagues</p> <p>Determine who best to respond to complainant</p>
	8.	Respond to complainant	<p>Within 10 working days</p> <p>Respond by email</p> <p>Attach Tute complaint investigation form PDF</p> <p>Offer a meeting to discuss informally</p>
2		Complainant escalates complaint	Within 10 working days of 1.8
	2.	Head of People, Culture, and Social Responsibility acknowledges escalation	Within 2 working days
	3.	Investigate complaint	<p>Complete Tute complaint investigation form</p> <p>Upload to complaints folder when completed</p>

	4.	Determine resolution and action	Decision may be the same as in Stage 1
	5.	Respond to complainant	Within 20 working days Write to the complainant summarising the outcome Share any further investigation results Attach Tute complaint investigation form PDF
3		Complainant appeals outcome of complaint	
	2.	Managing Director acknowledges appeal	Within 2 working days
	3.	Review stage 2 investigation	
	4.	Determine outcome	Uphold the action taken at stage 2 OR Make changes to the stage 2 recommendation/actions
	5.	Respond to complainant	Within 10 working days Write to the complainant summarising the outcome

## 10.2 Appendix 2 – Dissatisfaction with Tute form

[Access form here](#)

## 10.3 Appendix 3 - Tute concern investigation template

[00 Concern investigation TEMPLATE.docx](#)

## 10.4 Appendix 4 – Tute complaint investigation template

[00 Complaints investigation TEMPLATE.docx](#)

Complaint summary



Complainant			
Complaint unique ID (column A in dissatisfaction of service record)			
Organisation			
Child name (if relevant)			
Complaint against (if relevant)			
Complaint received date	30/11/2022		
Complaint summary			
<b>Investigation process</b>			
Investigation authorised by	Name	Role	
Investigator			
Date investigation began	30/11/2022		
Investigation process How it was carried out			
Persons interviewed	Name and role	Date and time interviewed	Location

Persons not interviewed	Name and role	Reason why not interviewed	
Evidence collected			
Evidence not collected Include why			
<b>Investigation findings</b>			
Summary of written and physical evidence Name and summarise each document contained, set out how the evidence supported or did not support your findings and why			
Summary of witness evidence			

<p>Name and summarise each witness statement, quote from statement where relevant, set out how the witness statement supported or did not support your findings and why</p>	
<p>Facts established</p>	
<p>Facts not established Any part of the investigation that was inconclusive</p>	
<p>Mitigating factors</p>	
<p>Other relevant information</p>	
<p><b>Conclusion</b></p>	
<p>Recommendation</p>	<p>Select recommendation</p>
<p>Further details on</p>	

recommenda tion	
<b>Supporting evidence</b>	
List all documents collected as part of the investigation, starting with the complaint received	