

# Complaints Policy & Procedures



**Approved by:** SP Tutors' Directors **Date:** Aug 2021

**Last reviewed on:** 20 August 2021

**Next review due by:** Sept 2022

## Key Contact(s) for this policy:

Head of Business Development (Unity Schools Partnership) – Elizabeth Swan	<a href="mailto:eswan@unitysp.co.uk">eswan@unitysp.co.uk</a>
SP Tutors Directors – Tim Coulson, Sarah Garner	<a href="mailto:ltaylor@unitysp.co.uk">ltaylor@unitysp.co.uk</a>
General	<a href="mailto:Contact-us@sptutors.co.uk">Contact-us@sptutors.co.uk</a>

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# 1. Who can make a complaint?

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This procedure is not limited to Tutors, Schools, and parents/guardians. Any person, including members of the public, may make a complaint to Schools Partnership Tutors (SP Tutors) about any provision of facilities or services that it provides.

We consider 3 months to be an acceptable time frame in which to lodge a complaint. Additional time may be given in exceptional circumstances.

It is the policy of SP Tutors, to treat all complaints very seriously, with proper dispatch, and, where errors have been made, to learn from them. Should the occasion arise, the organisation will act fairly but firmly where its provision or the conduct of its staff has been less than satisfactory.

Complaints are a valuable indicator of performance and are to be responded to in a sympathetic and consistent manner. It is vital that the complainant is kept informed of progress by the nominated person to avoid confusion and/or conflicting messages.

The complainant may withdraw the complaint at any time. Findings are to be recorded and appropriate action taken to reduce the likelihood of similar complaints in the future. In all cases, correspondence and/or records of any discussions must be documented, and a copy retained for a minimum of 3 years for future reference or query.

## 2. Availability of the complaints policy & procedures

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A copy of this policy and procedure is available on request. Copies are available for download from the SP Tutors' website [www.sptutors.co.uk](http://www.sptutors.co.uk).

## 3. Making an informal complaint

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**Tutors** - Tutors registered with SP Tutors can raise a complaint directly to their Account Lead, they will take appropriate action to resolve the issue. Alternatively, email [contact-us@sptutors.co.uk](mailto:contact-us@sptutors.co.uk) with the subject heading 'Complaint'.

**Schools** – Schools registered with SP Tutors can raise a complaint directly to their Account Lead, they will take appropriate action to resolve the issue. Alternatively, email [contact-us@sptutors.co.uk](mailto:contact-us@sptutors.co.uk) with the subject heading 'Complaint'.

**External** – External complaints can be received either in person, by telephone or by email ([contact-us@sptutors.co.uk](mailto:contact-us@sptutors.co.uk)). Appropriate action will take place to resolve the issue.

At conclusion of their investigation, the appropriate person will provide an informal written response within 10 working days of receipt of the complaint.

It is hoped a complaint can be resolved at this stage however it may not always be the case. If the issue is unresolved, the next step is to make a formal complaint.

## 4. Making a formal complaint

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A written complaint must be submitted to the Head of Business Development (Unity Schools Partnership), Elizabeth Swan ([eswan@unitysp.co.uk](mailto:eswan@unitysp.co.uk)). This can be emailed or sent by post. If the complaint cannot be given to

the Head of Business Development, please address the complaint to Lisa Taylor ([ltaylor@unitysp.co.uk](mailto:ltaylor@unitysp.co.uk)) where it will be given to the company Directors.

A written acknowledgement of receipt will be sent within 2 days of receiving the complaint. Within this response, the investigator will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. They will then consider whether a face-to-face meeting is the most appropriate way of doing this.

During the investigation, the investigator will:

- if necessary, interview those involved in the matter and/or those complained about, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to the investigation.

At the conclusion of the investigation, the investigator will provide a formal written response within 10 working days of the date of receipt of the complaint. If the investigator is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions SP Tutors will take to resolve the complaint.

The investigator will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome.

## 5. Request for review

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If the complainant is unsatisfied with the response they can request a review.

The complainant must contact, in writing, within 10 working days of the written response, with a reason for the review.

The information will be reviewed, and a response will be issued within 7 working days.

If the complainant is still not satisfied, they should seek advice from an independent advisor.

## 6. Key Contacts

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Elizabeth Swan – Head of Business Development (Unity Schools Partnership) – [eswan@unitysp.co.uk](mailto:eswan@unitysp.co.uk)

Lisa Taylor – Secretary – [ltaylor@unitysp.co.uk](mailto:ltaylor@unitysp.co.uk)

Contact Us – [contact-us@sptutors.co.uk](mailto:contact-us@sptutors.co.uk)