SEND Tuition with Hannah's Hub: Complaints Policy

Date of Last Review: June 2026
Next Review Due: June 2027

1. Statement of Intent
We aim to provide high-quality tuition to all of our learners. If something goes wrong, we want to know about it. This policy ensures we handle complaints fairly, efficiently, and consistently.

2. Status of the Business
- Structure: This business operates as a Sole Trader.
- Tutors: All tutors work as independent, self-employed contractors.
- Liability: Tutors are responsible for their own professional conduct during lessons.

3. How to Raise a Complaint
- Contact: Email sendtutoryorkshire@gmail.com or call 07745723953.
- Information: Provide the student's name, tutor's name, and details of the issue.
- Timeframe: Please report issues within 14 days of the incident.

4. Our Complaints Procedure
- Stage 1: Acknowledgement
    - We will acknowledge your complaint within 2 working days.
- Stage 2: Investigation
    - We will review the details with the self-employed tutor.
    - This process takes up to 7 working days.
- Stage 3: Resolution
    - We will send a written response with our findings.
    - We will propose a solution to resolve the matter.

5. Safeguarding and Child Protection
- Priority: Student safety is our primary concern.
- Policy Link: This document works alongside our main Safeguarding Policy (accessible on our website, www.sendtutoryorkshire.com).
- Escalation: Any safeguarding or abuse allegations bypass this standard policy.
- Action: Such reports are immediately referred to the Local Authority Designated Officer (LADO).

6. Confidentiality
- Privacy: We keep all complaint details strictly confidential.
- Sharing: Information is shared only with parties directly involved in the resolution.