

Complaints Policy and Procedure

Fruition Professional Tutoring

Version: 30th June 2026 | Review Date: 1st July 2027

Statement of Intent

Fruition Professional Tutoring believes that all pupils and their parents or guardians are entitled to expect courtesy, respect and prompt, careful attention to their needs and wishes. We welcome suggestions on how we can improve our services and will give prompt and serious attention to any concerns about our provision.

We anticipate that most concerns will be resolved quickly through an informal approach with the appropriate member of staff. Where this does not achieve the desired result, we have a clear and transparent procedure for dealing with concerns at every stage.

Our Aims

We aim to:

- Resolve all concerns about our provision to a satisfactory conclusion for all parties involved.
- Ensure all complaints are dealt with fairly, consistently and promptly.
- Ensure that raising a concern does not disadvantage any pupil in any way.
- Use complaints as an opportunity to learn and improve our services.

Scope

This policy applies to all parents, guardians and pupils attending Fruition Professional Tutoring sessions, whether in-centre or online. It covers concerns relating to:

- The quality or delivery of tutoring provision.
- The conduct or behaviour of tutors or other staff.
- Administrative or organisational matters.
- Any other aspect of the service provided by Fruition Professional Tutoring.

How to Make a Complaint – Our Five-Stage Process

We encourage concerns to be raised at the earliest opportunity. The majority of concerns should be resolvable informally at Stage 1 or 2.

Stage 1
Informal
Discussion

Any parent, guardian or pupil who is uneasy about any aspect of our provision should initially raise their concern with the tutor working with their child, or another member of staff. Staff will listen carefully and aim to resolve the matter promptly, usually within 5 working days.

Stage 2
Formal
Written
Complaint

If Stage 1 does not produce a satisfactory outcome, or the issue recurs, the parent or guardian should submit their complaint in writing (including by email) to the Centre Director. Written complaints will be acknowledged within 5 working days and a full response given within 28 working days. The complaint will be recorded on the Complaint Form (see Appendix A).

Stage 3
Meeting
with the
Director

The parent or guardian may request a meeting with the Centre Director. Both parties will agree a written record of the discussion. If all parties are satisfied with the outcome, this record signifies that the complaints procedure has concluded at this stage.

Stage 4
Third-
Party
Review

If no agreement is reached at Stage 3, the parent or guardian may request in writing that a third party, assigned by Fruition Head Office, conduct a further independent review. The third party will review the complaint objectively, without prior involvement in the matter, and provide a written assessment to all parties within 20 working days.

Stage 5
Final
Resolution
Meeting

A final meeting is held between the parent or guardian, the Centre Director and the third party. The third party's assessment informs the final decision on any action to be taken. A written record of the meeting and the agreed outcome is produced. All parties present sign the record and receive a copy. This signed record signifies that the internal complaints procedure has been concluded.

Timescales

Stage	Timescale
Stage 1 – Informal	Resolution aimed for within 5 working days
Stage 2 – Written	Acknowledged within 5 working days; response within 28 working days
Stage 3 – Meeting	Meeting arranged within 10 working days of request
Stage 4 – Third Party	Review completed within 20 working days
Stage 5 – Final Meeting	Meeting arranged within 10 working days of third-party review

The Role of Ofsted

Parents and guardians may approach Ofsted directly at any stage of this complaints procedure. Ofsted regulates and inspects services providing education and care for children and young people. Contact details for Ofsted are:

Ofsted

Royal Exchange Buildings

St Ann's Square

Manchester

M2 7LA

Telephone: 0300 123 4666 (Monday to Friday, 8am to 6pm)

Email: enquiries@ofsted.gov.uk

Ofsted will aim to review complaints within 30 working days. Please note that Ofsted cannot investigate cases relating to individual pupils; its powers relate to whole-service issues.

Records

A record of all complaints made against Fruition Professional Tutoring, including the date, the nature of the complaint and the action taken, is kept securely in line with our data protection obligations under the UK GDPR and the Data Protection Act 2018.

Parents and guardians may request to view the complaints log and summary records. However, confidential documentation, including written complaints submitted by other families, will not be shared as this would constitute a breach of data protection legislation.

Other Organisations

If you have concerns about data protection or the way your personal information has been handled, you may contact:

Information Commissioner's Office (ICO)

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.org.uk

Review and Adoption

Policy adopted by	Centre Director
Date adopted	19.6.26
Signed on behalf of Fruition	D A Peach
Role	Centre Director
Date of next review	18.6 2027

Appendix A

Complaint Form

Fruition Professional Tutoring – Confidential

Name of complainant	
Relationship to pupil	
Pupil's name	
Date of complaint	
Date of incident(s) complained about	
Member of staff involved (if applicable)	
Details of the complaint	
Outcome requested by complainant	

Signature of complainant: _____

Date: _____

For Office Use Only

Date complaint received	
Received by	
Acknowledged (date)	
Stage complaint entered at	
Outcome / action taken	
Date resolved	
Signed (Centre Director)	