



**Primus Education**

**Complaints Policy**

## Contents

Purpose of this Policy.....	3
Scope of the Policy.....	3
Principles of Complaints Handling .....	3
Stage 1 – Informal Resolution.....	4
Stage 2 – Formal Complaint.....	4
Stage 3 – Director Review .....	5
External Regulatory Concerns.....	5
Complaints Relating to Safeguarding.....	5
Complaints Relating to Staff Conduct.....	5
Vexatious or Unreasonable Complaints.....	5
Confidentiality and Record Keeping .....	6
Review of Policy .....	6
Contact Details.....	6
Complaints Policy Approval .....	6

## Purpose of this Policy

Primus Education is committed to providing a high-quality educational service and maintaining positive relationships with students, parents/carers and families. We recognise that concerns or complaints may arise from time to time and are committed to resolving these fairly, promptly and professionally.

The purpose of this policy is to:

- provide a clear and transparent process for raising concerns or complaints;
- ensure concerns are dealt with consistently, fairly and respectfully;
- encourage concerns to be raised at the earliest possible stage;
- resolve complaints promptly and proportionately;
- maintain high standards of service and continuous improvement.

Primus Education aims to address concerns informally wherever possible and encourages open communication between parents/carers, students and staff.

## Scope of the Policy

This policy applies to complaints relating to services provided by Primus Education, including:

- quality of tuition;
- tutor conduct or professionalism;
- communication and customer service;
- lesson delivery;
- administration;
- scheduling;
- billing or payment matters;
- student behaviour concerns;
- concerns regarding the overall service provided.

This policy may be used by:

- parents or carers;
- students;
- prospective families;
- individuals affected by Primus Education services.

This policy does **not** apply to:

- safeguarding or child protection concerns;
- allegations relating to the safety or welfare of a child;
- staff disciplinary matters;
- complaints subject to legal proceedings.

Such matters will be managed in accordance with the relevant Primus Education policies and procedures.

## Principles of Complaints Handling

Primus Education is committed to ensuring that complaints are handled in a manner that is:

### **Fair**

All concerns will be considered objectively and without prejudice.

### **Timely**

Complaints will be acknowledged and responded to within reasonable timescales.

### **Respectful**

All parties involved will be treated with dignity and respect throughout the process.

### **Confidential**

Information will be shared only with those who need to know in order to investigate and resolve the matter appropriately.

### **Proportionate**

Complaints will be handled in a manner proportionate to the nature and seriousness of the concern raised.

No individual will be treated unfairly or disadvantaged for raising a genuine concern or complaint.

## Stage 1 – Informal Resolution

Primus Education encourages concerns to be raised informally in the first instance wherever possible. Many concerns can be resolved quickly through discussion and clarification.

Concerns should be raised by contacting:

[tuition@primuseducation.co.uk](mailto:tuition@primuseducation.co.uk)

The concern should include:

- the student's name;
- a brief explanation of the concern;
- relevant dates or details;
- the preferred outcome where appropriate.

Primus Education will:

- acknowledge receipt within **3 working days**; and
- aim to resolve the concern within **10 working days**, where possible.

Where a concern cannot be resolved informally, the complainant may proceed to Stage 2.

## Stage 2 – Formal Complaint

If the matter remains unresolved, a formal complaint may be submitted in writing.

Formal complaints should be sent to:

[tuition@primuseducation.co.uk](mailto:tuition@primuseducation.co.uk)

The subject line should clearly state:

**“Formal Complaint – Attention of Director”**

The complaint should include:

- the student's name;
- details of the complaint;
- actions already taken to resolve the issue;
- relevant dates, correspondence or supporting information;
- the desired outcome.

Upon receipt of a formal complaint, Primus Education will:

- acknowledge receipt within **5 working days**;
- investigate the complaint fairly and appropriately;
- gather information from relevant parties where necessary; and
- provide a written outcome within **15 working days**, where reasonably possible.

Where additional time is required due to complexity or circumstances beyond reasonable control, the complainant will be informed.

### Stage 3 – Director Review

If the complainant remains dissatisfied following the formal response, they may request a review by the Director.

The request for review should be submitted in writing to:

[tuition@primuseducation.co.uk](mailto:tuition@primuseducation.co.uk)

and clearly marked:

**“Complaint Review – Director”**

The Director will review:

- the original complaint;
- the investigation undertaken;
- the outcome provided;
- any additional information submitted.

The Director’s decision will normally be considered final.

### External Regulatory Concerns

Primus Education aims to resolve all complaints fairly and promptly through the procedures outlined in this policy. However, where parents or carers remain concerned about matters relating to safeguarding, welfare, or regulatory compliance, they may contact Ofsted directly.

Ofsted can be contacted via:

Website: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

Telephone: 0300 123 1231

### Complaints Relating to Safeguarding

Concerns relating to the safety, welfare or protection of a child or young person will **not** be managed through the standard complaints process.

Such concerns will instead be managed in accordance with Primus Education’s:

- **Safeguarding & Child Protection Policy**
- **Safeguarding Procedures**

Any safeguarding concern will be treated seriously and acted upon promptly.

### Complaints Relating to Staff Conduct

Complaints relating to tutor conduct, professionalism or staff behaviour will be reviewed in accordance with:

- the **Staff Code of Conduct**;
- safeguarding procedures where appropriate; and
- internal disciplinary procedures where necessary.

Where concerns raise safeguarding issues, Primus Education reserves the right to immediately escalate matters under safeguarding procedures.

### Vexatious or Unreasonable Complaints

Primus Education recognises that, on occasion, complaints may become unreasonable, excessive or repetitive.

