



## **ExpertEase Tuition Compliments, Comments and Complaints Policy**

### **Purpose of this document**

Clients have the right to express their views about the performance of ExpertEase Tuition and the way in which it conducts its business.

However, we recognise that from time to time there may be occasions when Clients feel that the quality or level of service provided falls short of what they could reasonably expect.

We welcome feedback on its services including:

**Compliments** on aspects of its service or the behaviour of its tutors or employees that has been found to be particularly helpful, useful or exceptional.

**Comments**, observations or concerns about some aspect of its service or the behaviour of its tutors or employees that should be recorded but is neither a compliment nor a complaint.

**Complaints** about some aspect of its service or the behaviour of its employees and tutors that has fallen so short of Clients expectations that they feel action should be taken to correct some damage they have suffered or to protect future service users from the same problem.

A complaint in this context is any expression of dissatisfaction about ExpertEase Tuition, which could, for example, be about:

- the way in which it has dealt with a situation (maybe in terms of timeliness, lack of care and attention, clarity of communication or failure to act);
- the behaviour of its employees, tutors, directors;
- the decisions it has made;
- its operating methods;
- failure to follow proper procedures.

Anyone who is dissatisfied with any aspect of the service received by ExpertEase Tuition can make a complaint under this policy.

We will treat both concerns and complaints in the same way.

ExpertEase Tuition will not investigate complaints that it considers frivolous or without merit, where further investigation would not serve any useful purpose.

**This Policy does not cover:**

Complaints or concerns about the Department of Education processes should be dealt with through the Department of Education complaints procedure.

**How to raise a concern or make a complaint about ExpertEase Tuition**

1) In the first instance we would encourage you to raise a concern, or complaint, or to provide feedback on our service informally via your tutor. Where practical, early telephone contact or an offer to meet with the person wishing to make a complaint will be made, since such contact may help resolve the problem. Providing information, or correcting misunderstandings or misconceptions at this early stage may enable the issue to be successfully resolved.

2) If the concern or complaint is not resolved to your satisfaction, then you should notify us via email, letter or via a telephone conversation to Simranjeet Gill, Director of Operations and Partnerships.

3) ExpertEase Tuition will acknowledge the concern/complaint in writing (or in the complainants preferred method of communication) within 5 working days.

4) Attempts to resolve the concern/complaint will be completed within 15 working days of establishing the nature of the concern/complaint. Exceptionally, if further time is needed, where possible this will be agreed with you.

5) The Director of ExpertEase Tuition will review all concerns/complaints. If you are not happy with the outcome you will be able to appeal. The concern/complaint will then be reviewed by Jade Gill, Founder and Director who have not previously been involved in the matter. Once the appeal process has been completed the concern/complaint will be closed.


**Confidentiality**

Anyone making a complaint has the right to confidentiality. Where an employee or tutor is being complained about, they will be informed of the complaint, its progress and outcome. Information gathered during any investigation of a complaint will only be used for the purpose intended and will not be shared without the knowledge of the complainant or the employee concerned.

The Director will maintain a log of, and keep confidential records relating to, each complaint received.

**Data Protection**

The collection, recording and processing of personal data is covered by the Data Protection Act 2018, as is the sharing of personal data and confidential personal information. ExpertEase Tuition will follow its Data Protection and Privacy policies to ensure individuals data protection rights are observed and personal data only used for legitimate and legal reasons.

Approved by	Jade Gill
Signature	
Date of Issue	14/02/2023
Review due (date)	14/02/2024