

The Purpose of this Procedure

The Purpose of this Complaints Procedure is to:

- Provide a structured and transparent process for Clients to share their concerns
- Inform Clients about how they can make a complaint and who to contact
- The steps that will be taken to investigate and resolve any complaints and/or concerns fairly and effectively

How to Make a Complaint

In the event that a Client wishes to make a complaint regarding the Tutor's behaviour, speak to the Tutor in-person first. In most cases, any complaints and/or concerns can be resolved discreetly, professionally and to the Client's satisfaction by speaking to the Tutor.

In the event that a Client is dissatisfied with the Tutor's response and outcome of the resolution, or if the complaint and/or concern is serious, the Client can contact and make a referral to the Local Authority Designated Officer (LADO) at Thurrock Council. Further information can be found here: <https://www.thurrock.gov.uk/childrens-care-professionals-processes/local-authority-designated-officer>. Contact details can be found by clicking on the PDF document on this website's page.

How Complaints are Addressed

At Phonics Tuition Thurrock, we take any complaints and/or concerns seriously, and wish to resolve them in-person with Clients in a professional manner that meets Clients' satisfaction.

In the event that a Client feels their complaint and/or concern has not been addressed by the Tutor satisfactorily and contacts the LADO, they will:

- Assess the complaint/concern and determine whether further action is required
- Work closely with the Police and other agencies
- Monitor cases to ensure they are dealt with as quickly, thoroughly and fairly as possible
- Provide the Tutor with advice and guidance

This Procedure was last reviewed in: April 2025

Signed: *L. McDonald*