

Complaints Policy & Procedure

1. Our Commitment

At Clever Clogs Academy, we are committed to providing high-quality tuition in a safe and supportive environment. We value your feedback and take all concerns seriously. We hope that most issues can be resolved quickly and informally, but we have this policy in place to ensure that if a formal complaint is necessary, it is handled fairly, transparently and efficiently.

2. Scope of this Policy

This policy covers complaints regarding:

- The quality of tuition provided.
- The conduct of our tutors or staff.
- Administrative or billing issues.
- Health and safety concerns.

Note on Safeguarding: If your concern relates to the safety or wellbeing of a child (safeguarding), please do not wait. Contact our Designated Safeguarding Lead (DSL), Mathew McArthur, immediately at contact@cleverclogsacademy.com or in an emergency, contact the LADO or police directly.

3. Procedure

Stage 1: Informal Resolution

We believe that the majority of concerns can be resolved satisfactorily through open discussion.

- In the first instance, please raise the issue directly with a member of Clever Clogs Academy staff.
- You can do this in person at the end of a session, by telephone or via email.
- We agree to act in good faith and take all reasonable measures to resolve the dispute at this stage.

Stage 2: Formal Written Complaint

If the matter is not resolved informally, or if you deem the issue to be serious, please put your complaint in writing.

- Send to:** contact@cleverclogsacademy.com
- Subject Line:** Formal Complaint - [Student Name]
- Details:** Please include specific details of the issue, dates/times and your desired outcome.

Clever Clogs Academy

41 Turnham Close, Winslow, Buckinghamshire, MK18 3GQ | contact@cleverclogsacademy.com | 01296 711786

Our Timeline:

- We will acknowledge your complaint in writing within 2 working days.
- We will investigate the matter fully. This may involve reviewing lesson records, invoicing, or speaking with relevant staff members.
- We will provide a full written response with our findings and any proposed resolution within 10 working days.

Stage 3: Professional Bodies & External Resolution

If you remain dissatisfied with our final response, or if we cannot reach an agreement:

- The Tutors' Association (TTA):** As members of The Tutors' Association, we abide by their Code of Practice. You may raise a complaint with the TTA if you believe we have breached this Code. They can be contacted at: info@thetutorsassociation.org.uk.
- Alternative Dispute Resolution (ADR):** As per our Client Contract, if a dispute cannot be resolved internally, both parties agree to consider Alternative Dispute Resolution (ADR) to find a mutually acceptable solution.

4. Confidentiality

All complaints will be treated with the utmost confidentiality. Information will only be shared with those who need to know in order to investigate or resolve the matter, in accordance with our Privacy Policy.

5. Recording Complaints

We maintain a written record of all formal complaints, the steps taken to resolve them, and the final outcome. This helps us to improve our service and ensures we meet our professional obligations.

Signed: _____ Date: October 2025
Name: Mathew McArthur

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