






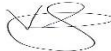



|                       |                             |
|-----------------------|-----------------------------|
| <b>POLICY TITLE</b>   | Complaints Policy           |
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| <b>APPROVED BY</b>    | Carol Skitt & Vanessa Leach |
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**REVIEWS COMPLETED**

| <b>NAME</b>   | <b>ROLE</b>       | <b>SIGNATURE</b>   | <b>DATE</b> |
|---------------|-------------------|--|-------------|
| Carol Skitt   | Head of PCSR      |  | 01/07/2024  |
| Vanessa Leach | Managing Director |  | 01/07/2024  |
| Vanessa Leach | Managing Director |  | 01/07/2023  |
| Carol Skitt   | Head of PCSR      |  | 01/07/2023  |
| Vanessa Leach | Managing Director |  | 01/07/2023  |
| Vanessa Leach | Managing Director |  | 01/07/2022  |

|               |                         |  |            |
|---------------|-------------------------|--|------------|
| Carol Skitt   | Head of HR & Compliance |  | 01/07/2022 |
| Vanessa Leach | Managing Director       |  | 01/07/2021 |
| Carol Skitt   | Head of HR & Compliance |  | 01/07/2021 |

**DETAILS OF POLICY UPDATES**

| DATE       | DETAILS   |
|------------|---|
| 16/04/2025 | Updated process in appendices   |
| 12/02/2025 | Added confidentiality section 10 with reference to OEAS   |
| 05/02/2025 | Updated process details to reflect usage of Dynamics 365<br>Added how students should make a complaint  |
| 06/01/2025 | Added reference to parent complaints policy   |
| 02/03/2024 | Updated visual summary of process   |
| 30/11/2023 | Updated job title from Head of Partner Management to Head of Partner Success<br>Added stage 0 to Appendix 1 – Complaints handling process<br>Added Appendix 2 – Dissatisfaction with Tute service form<br>Added Appendix 3 – Tute concern investigation form<br>Added clarification to process stages |
| 22/05/23   | Updated Section 9 to include details of how a complainant can gain independent review if dissatisfied with the outcome of stages 0-3  |
| 05/10/2022 | Link added to complete complaints form  |

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## 1 INTRODUCTION

Tute is committed to creating an education system that enables any child, anywhere, to achieve their potential. We work in partnership with local authorities, schools, and non-mainstream settings to fill critical gaps in learning by merging expert teaching with our advanced online platform.

We are dedicated to high-quality, rich, and inclusive education and welcome feedback as a key driver for continuous improvement. While we strive to meet the highest standards, we recognise that concerns and complaints may arise. By listening to those who use our services, we can investigate issues, resolve them effectively, and make meaningful improvements that support our mission of ensuring every student has access to the education they need to succeed

## 2 PURPOSE AND AIMS

The purpose of this policy is to:

- Provide a clear, fair, and effective process for raising concerns and complaints about Tute's service
- Ensure that users understand how to make a complaint and what to expect in response
- Equip Tute staff with the guidance and support needed to handle complaints effectively
- Ensure complaints are managed consistently, fairly, and within transparent timeframes
- Use feedback from complaints to drive continuous improvement in our service
- Support the best possible outcomes for students by resolving issues constructively

## 3 RESPONSIBILITIES

Tute's senior leadership team is responsible for:

- Establishing and maintaining an effective complaints management system
- Ensuring the complaints process is clearly defined, well-administered, and accessible
- Providing staff with appropriate training on handling complaints
- Developing and reviewing the complaints management policy and procedures
- Conducting internal reviews of complaints handled by Tute

- Ensuring that recommendations from investigations and reviews are actioned
- Referring matters to external agencies where appropriate
- Maintaining accurate complaint records and ensuring compliance with reporting requirements
- Determining responses to escalated complaints and ensuring fair resolutions

**Tute employees are responsible for:**

- Providing high-quality service in all interactions
- Handling complaints in accordance with Tute’s procedures
- Maintaining accurate records of complaints and actions taken
- Escalating issues appropriately and seeking support where needed

**Partners are responsible for:**

- Informing Tute of any dissatisfaction with its service in a timely manner
- Providing as much relevant information as possible to support resolution
- Engaging constructively with Tute to resolve concerns efficiently

**4 SCOPE OF THIS POLICY**

This procedure covers all complaints about any provision provided by Tute, except for complaints that fall under other specific procedures, as listed below:

| EXCEPTIONS   | WHO TO CONTACT   |
|--|--|
| <p><b>Matters likely to require a Child Protection investigation</b></p> | <p>Complaints related to child protection are handled under Tute’s safeguarding policy and in accordance with statutory guidance. If you have serious concerns, you may wish to contact the local authority designated officer (LADO) or the Multi-Agency Safeguarding Hub (MASH).</p> |
| <p><b>Whistleblowing</b></p>   | <p>Tute has an internal whistleblowing procedure for all employees, including temporary staff and contractors.</p>   |



|  |  |
|--|--|
| <b>Staff grievances</b>                                      | Staff complaints are handled under the staff grievance procedures.   |
| <b>Staff conduct</b>   | Complaints about staff conduct may be addressed through Tute’s internal disciplinary procedures, where appropriate.<br><br>Complainants will not be informed of any disciplinary actions taken but will be notified that the matter is being addressed.. |
| <b>Complaints about services provided by other providers</b> | External providers have their own complaints procedures. Please contact them directly.   |

If a complaint is being investigated by an external body (e.g., police, local authority safeguarding teams, or tribunals), this may impact Tute’s ability to adhere to the standard complaints procedure timelines. In such cases, the process may be suspended until the external investigation is complete.

If a complainant initiates legal action against Tute in relation to their complaint, Tute will consider suspending the complaints procedure until the legal proceedings have concluded.

**5 DEFINITIONS**

- **Partner:** A partner refers to organisations that commission Tute’s services, such as local authorities, schools, and non-mainstream settings. Partners are responsible for organising and funding provision for students.
- **Concern:** An issue that may cause worry or doubt about Tute’s service, for which reassurances or clarification are sought.
- **Complaint:** Any expression of dissatisfaction about an act, omission, decision, or service provided by Tute, whether justified or not.
- **Complainant:** The individual or organisation raising a complaint. This is typically a partner but may also include parents or students where applicable.
- **Complaint handler:** The person appointed by Tute to manage and resolve a complaint. This may include multiple individuals at different stages of the process.

The difference between concern and complaint:



- A **concern** is an expression of worry or doubt about an issue considered important, where reassurances are sought.
- A **complaint** is an expression of dissatisfaction, however made, regarding actions taken or a lack of action.

Tute aims to resolve concerns and complaints as early as possible. Many issues can be addressed informally, without requiring a formal complaint. Tute takes all concerns seriously and will make every effort to resolve them promptly.

However, where concerns cannot be resolved informally, or where a complainant wishes to escalate the issue formally, Tute will follow the complaints procedure outlined in this policy.

## 6 RELATED POLICIES

- Equality and diversity policy
- Anti-bullying and harassment policy
- Behaviour policy
- Quality policy
- Curriculum policy
- Safeguarding policy
- Parent complaints policy

## 7 TUTE STANDARDS

In handling complaints, Tute will:

- Take all complaints seriously
- Treat complainants with courtesy and fairness at all times
- Support Tute staff and treat them fairly and with respect
- Maintain confidentiality where required
- Deal with complaints promptly and keep to an agreed timetable for handling a complaint.
- Adhere to the process timeline
- Not accept any mistreatment of its staff and expect complainants to be courteous and fair at all times
- Monitor concerns and intervene before they become a complaint
- Monitor complaints and share numbers and categories of complaints with staff and the percentage of complaints upheld

- Be open, honest, and accountable about failings
- Do its best to improve its service
- Where appropriate, Tute may share the outcomes of the investigation with the person who was complained about.

## **8 COMMITMENT TO CONTINUOUS IMPROVEMENT**

Tute is committed to ensuring high standards across all areas of service. We actively seek feedback and continuously monitor our provision to identify and address concerns at the earliest stage. We encourage open dialogue and welcome constructive feedback through various methods, including:

- Ongoing quality assurance and lesson observations
- Regular reviews with commissioning partners and stakeholders
- Student, partner, and staff feedback mechanisms
- Performance data analysis and service monitoring
- Weekly operational meetings to review service performance
- Strategic discussions at leadership and board levels

Rather than waiting for formal complaints, we proactively assess service delivery and act on areas of improvement. Some concerns may arise over time rather than from a single event. To ensure these concerns are captured and addressed effectively, Tute monitors and records dissatisfaction, allowing us to intervene early and prevent escalation.

## **9 PROCESS AND PROCEDURE**

Tute would rather all complaints were resolved informally with the objective being to address issues quickly, simply, and fairly and with common sense.

Most issues can be resolved amicably at the first stage, with complaints reaching the second stage in only a minority of cases.

Constructive criticism, made through partner surveys, in discussion, or in review are always welcome to help us achieve, improve, and maintain an excellent service.



## 9.1 Making a complaint

Tute's complaints procedure is not limited to partners that commission and pay for Tute's service. Any person, apart from students, may make a complaint to Tute.

### 9.1.1 Partners

Partners wishing to report a concern or make a complaint should follow the procedure in this policy.

### 9.1.2 Parents

Parents cannot make complaints about all aspects of the service, as they do not directly commission or pay for Tute's provision. Complaints related to commissioning decisions, such as the number of hours allocated, the choice of provider, or eligibility for support, must be directed to the relevant commissioning body, such as the local authority, school, or non-mainstream setting.

However, parents may raise complaints regarding Tute's direct service, including concerns about teaching quality, staff conduct, technical issues, or safeguarding matters involving Tute. For further details on what parents can and cannot complain about, please refer to the **parent complaints policy**.

### 9.1.3 Students

Students can raise their concerns with their teachers and if they have a safeguarding concern, can inform the safeguarding team via [safeguarding@tute.com](mailto:safeguarding@tute.com).

However, students cannot make direct complaints to Tute. If a student has a concern about their experience with Tute, they should report it to the commissioning partner (the LA, school, or other setting organising the education), who will determine whether to raise a complaint on their behalf.

## 9.2 When to make a complaint

An individual may make a complaint if they feel that Tute:

- Failed to provide a service
- Failed to provide an acceptable standard of service
- Made a mistake in the way the service was provided
- Failed to act in a proper way
- Provided an unfair service
- Did not meet its statutory obligations

Complaints should be made within one month of the incident or, for a series of incidents, within one month of the last occurrence. Complaints outside this timeframe may be considered if exceptional circumstances apply.

### **9.3 Anonymous complaints**

While anonymous complaints will be noted and considered, Tute's ability to address them is limited as they cannot follow the full process.

### **9.4 How to make a complaint**

A concern can be made in person, in writing, or by telephone. A complaint must be made in writing. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

Complaints from parents must either be directed to the commissioning partner or made following the parent complaints policy.

Concerns should ideally be raised with an account manager. Complaints must be submitted in writing to **complaints@tute.com**.

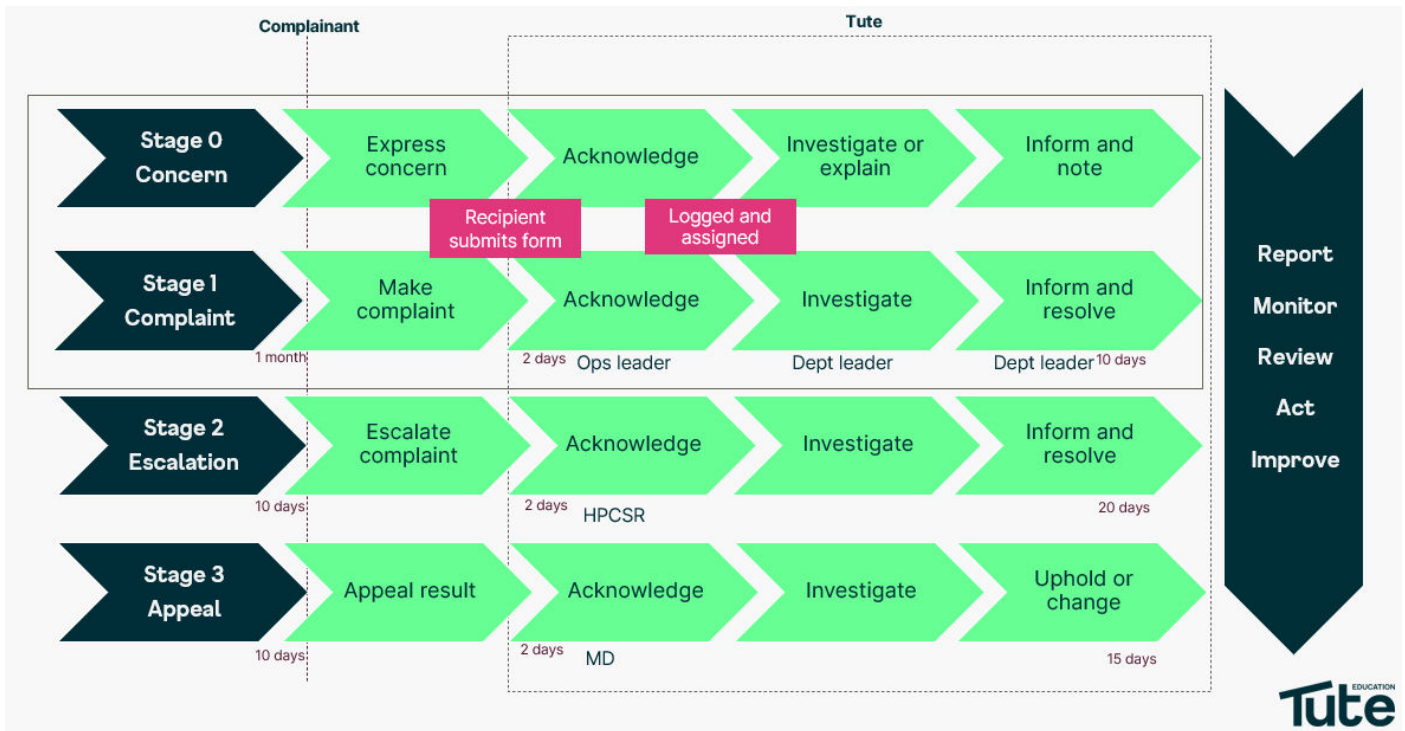
Complaints about the managing director should be made to Tute's Board via **complaints@tute.com**.

Complaints about the head of people, culture, and social responsibility should be made to **complaints@tute.com**.

### **9.5 Withdrawal of a complaint**

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

**9.6 The four stages of the complaints procedure**



**9.6.1 Stage 0 – Concern**

Tute encourages concerns to be raised as early as possible so that they can be addressed quickly and effectively. Many issues can be resolved informally without escalation. When a concern is raised, Tute will acknowledge it, listen carefully, and work collaboratively to find a resolution.

If the concern relates to a commissioning decision, such as hours allocated or provider choice, Tute will refer the complainant to the appropriate commissioning partner. If the concern is related to Tute’s service, such as teaching quality, staff conduct, or technical issues, it will be recorded and investigated

Tute aims to resolve concerns through open dialogue and pragmatic problem-solving before they escalate into formal complaints. Where necessary, and if the complainant is not the commissioning partner, Tute will liaise with the commissioning partner to ensure all relevant information is considered.

**9.6.2 Stage 1 – Complaint**

*(Please see Section 9.1 detailing who can make a complaint)*

We aim to resolve complaints informally at this stage.

Complainants should make their complaint in writing within one month of the event, to [complaints@tute.com](mailto:complaints@tute.com). The complainant should provide as much detail as possible, including dates and times, names etc., and provide any evidence that they have.

**The member of staff who receives the complaint will complete an internal online form that initiates our complaints handling process.**

Tute will acknowledge receipt of the complaint within two working days. We will ask if we need any information from the complainant. An operations leader will either handle the complaint or pass it on to a leader in the relevant department to do so.

Within ten working days, the complaint handler (or another member of the team if more appropriate) will contact the complainant in writing explaining the outcome. We will be pragmatic, open, and honest. Our intention is that the complaint is resolved satisfactorily at this point.

### **9.6.3 Stage 2 – Escalation**

If the complainant is dissatisfied with the outcome in stage 1, they must escalate their complaint formally in writing to Tute’s head of people, culture, and social responsibility at [complaints@tute.com](mailto:complaints@tute.com) within ten working days of the stage 1 response.

Tute’s head of people, culture, and social responsibility, or another impartial member of staff in their absence, will acknowledge the complaint within two working days.

Tute’s head of people, culture, and social responsibility will conduct a review.

The complainant will be informed of the outcome in writing within twenty working days.

### **9.6.4 Stage 3 – Appeal**

If dissatisfaction remains after stage 2, complaints must be addressed to the managing director at [complaints@tute.com](mailto:complaints@tute.com) within ten working days.

The managing director, or another impartial member of staff in their absence, will acknowledge receipt of the complaint within two working days.

The managing director will conduct a review of stage 2 and inform, in writing, one of the following outcomes within fifteen working days:

- Uphold the decision made at stage 2
- Make changes to the stage 2 decision

The decision reached about this complaint will then be final but other options available to the complainant should be detailed in the letter.

**9.6.5 Independent review**

If after Tute Education Ltd has followed the three stages and dissatisfaction remains, they can contact an appointed independent, impartial reviewer within one month of the stage 3 decision.

[enquiries@worknlearn.org.uk](mailto:enquiries@worknlearn.org.uk)

0121 798 0555

WorknLearn  
 Beeches House  
 1a and 1b Greenfield Crescent  
 Edgbaston, Birmingham  
 B15 3BE

**10 CONFIDENTIALTY**

Tute ensures that correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting a quality assurance visit under the online education accreditation scheme requests access to them.

**11 APPENDICES**

**11.1 Appendix 1 – Complaints handling process**

| Stage | Step                               | Guidance |
|-------|------------------------------------|----------|
| 0     | Complainant shares concern         |          |
|       | Tute staff acknowledges receipt    |          |
|       | Tute staff completes internal form |          |

|   |    |   |   |
|---|----|---|---|
| 1 |    | Operations leader decides who best to investigate                       |   |
|   |    | Appointed investigator investigates                                     | Complete Tute concern investigation form<br>Upload to complaints folder when completed                            |
|   |    | Appointed investigator feeds back to complainant by email               | Attach Tute concern investigation form PDF<br>Within 2 working days   |
|   |    | Complainant makes complaint   | This must be emailed to <a href="mailto:complaints@tute.com">complaints@tute.com</a>                              |
|   | 2. | Tute staff completes internal form                                      | Notifies relevant internal staff and initiates process.<br>Inform complainant that you will pass the complaint on |
|   | 3. | Operations leader acknowledges receipt of complaint                     | Within 2 working days   |
|   | 4. | Operations leaders assigns who should investigate complaint if not them |   |
|   | 5. | Investigate complaint   | Complete Tute complaint investigation form and update case record accordingly                                     |

|   |    |  |   |
|---|----|--|---|
|   | 6. | Determine resolution and action  | Discuss with relevant colleagues<br>Determine who best to respond to complainant  |
|   | 7. | Respond to complainant   | Within 10 working days<br>Respond by email<br>Attach Tute complaint investigation form PDF<br>Offer a meeting to discuss informally                                   |
| 2 | 1. | Complainant escalates complaint  | Within 10 working days of 1.7   |
|   | 2. | Head of People, Culture, and Social Responsibility acknowledges escalation | Within 2 working days   |
|   | 3. | Investigate complaint  | Complete Tute complaint investigation form and update case record accordingly   |
|   | 4. | Determine resolution and action  | Decision may be the same as in Stage 1  |
|   | 5. | Respond to complainant   | Within 20 working days<br>Write to the complainant summarising the outcome<br>Share any further investigation results<br>Attach Tute complaint investigation form PDF |
| 3 | 1. | Complainant appeals outcome of complaint                                   | Within 10 working days of 2.5   |
|   | 2. | Managing Director acknowledges appeal                                      | Within 2 working days   |

|  |    |                                 |   |
|--|----|---------------------------------|---|
|  | 3. | Review stage<br>2 investigation |   |
|  | 4. | Determine<br>outcome            | Uphold the action taken at stage 2 OR<br>Make changes to the stage 2 recommendation/actions |
|  | 5. | Respond to<br>complainant       | Within 10 working days<br>Write to the complainant summarising the outcome                  |

## 11.2 Appendix 2 – Tute complaint investigation sample template

| Complaint summary  |      |      |
|--|------|------|
| Complainant  |      |      |
| Complaint<br>unique ID<br>(column A in<br>dissatisfaction<br>of service<br>record) |      |      |
| Organisation   |      |      |
| Child name (if<br>relevant)  |      |      |
| Complaint<br>against (if<br>relevant)  |      |      |
| Complaint<br>received date   |      |      |
| Complaint<br>summary   |      |      |
| Investigation process  |      |      |
| Investigation<br>authorised by   | Name | Role |
|  |      |      |
| Investigator   |      |      |



|  |               |                            |          |
|--|---------------|----------------------------|----------|
| Date investigation began   |               |                            |          |
| Investigation process<br>How it was carried out                              |               |                            |          |
| Persons interviewed  | Name and role | Date and time interviewed  | Location |
|  |               |                            |          |
|  |               |                            |          |
|  |               |                            |          |
| Persons not interviewed  | Name and role | Reason why not interviewed |          |
|  |               |                            |          |
|  |               |                            |          |
| Evidence collected   |               |                            |          |
| Evidence not collected<br>Include why  |               |                            |          |
| <b>Investigation findings</b>  |               |                            |          |
| Summary of written and physical evidence<br>Name and summarise each document |               |                            |          |

|   |  |
|---|--|
| <p>contained, set out how the evidence supported or did not support your findings and why</p>   |  |
| <p>Summary of witness evidence<br/>Name and summarise each witness statement, quote from statement where relevant, set out how the witness statement supported or did not support your findings and why</p> |  |
| <p>Facts established</p>  |  |
| <p>Facts not established<br/>Any part of the investigation that was inconclusive</p>  |  |

|   |                       |
|---|-----------------------|
| Mitigating factors  |                       |
| Other relevant information  |                       |
| <b>Conclusion</b>   |                       |
| Recommendation  | Select recommendation |
| Further details on recommendation   |                       |
| <b>Supporting evidence</b>  |                       |
| List all documents collected as part of the investigation, starting with the complaint received |                       |