

COMPLAINTS & WHISTLEBLOWING POLICY

Our Commitment

We are committed to listening to our client's comments and complaints regarding our services with the aim of resolving any issues, as well as improving the quality of the services we provide. Our aim is to ensure that our complaints process is easy to access, responsive, timely and fair.

Our clients can expect us to take their complaint seriously, address their points of concern, deal with their complaint promptly, provide clear reasons for the decision we reach in response to their complaint and set out next steps for escalating a complaint if this becomes necessary.

Definition

We define a complaint as an expression of dissatisfaction with our service, no matter how expressed and whether justified or not, that requires a response or further action on the part of our company.

How to raise a complaint

Complaints should be made as soon as possible after the incident being complained about. Our clients can raise a complaint in person, in writing, by email or by telephone. In the first instance, your complaint should be made to the local branch of Tutortoo with which you have been working.

Our complaint handling procedures

Our aim is to resolve complaints as soon as we are aware of them.

- Where a complaint is made in writing, by letter or email:
 - We will acknowledge the complaint within three working days of receipt, informing you of the person who will be dealing with your complaint.
 - Depending on the type of complaint you are raising, we may be able to resolve this immediately or may need time to make some investigations. We will provide you for a timeframe for these investigations.
 - If a meeting or telephone call would be an appropriate method of resolving the complaint, this option will be offered and a date/time set for a telephone call or meeting as agreed.
 - A full response to the complaint will normally be sent within ten working days. This will explain how to take matters forward if you are not satisfied.

- If it is not possible to resolve the complaint within ten days, we will specify the time frame within which you will receive feedback regarding the result of action taken to resolve the complaint.
- Where a complaint is made in person or by telephone:
 - We will ask you to identify yourself, listen to you, record details of your complaint and determine what you would like from the situation. We will then confirm that we have noted the details down correctly and explain the complaints procedure to you.
 - Depending on the type of complaint you are raising, we may be able to resolve this immediately or may need time to investigate. We will provide you with a timeframe for these investigations.
 - We will confirm our initial conversation with you via email.
 - If a meeting or telephone call with another person involved would be an appropriate method of resolving the complaint, this option will be offered and a date/time set for a telephone call or meeting as agreed.
 - We will investigate the issues you have raised and a full response to the complaint will normally be sent to you within ten working days. This will explain how to take matters forward if you are not satisfied.
 - If it is not possible to resolve the complaint within ten days, we will specify the time frame within which you will receive feedback regarding the result of action taken to resolve the complaint.

What to do if you are not happy with the resolution to your complaint

If you are not happy with the resolution provided by the local branch of Tutortoo with which you have been dealing, you can send a formal complaint to Tutortoo head office at info@tutortoofranchise.co.uk.

Please set out full details of your complaint and provide your full name and personal contact details. We will contact both the branch your complaint relates to and you for further details, if required. You will receive an acknowledgement of your complaint within 5 working days. A full response will normally be sent out to you within 10 working days.

WHISTLEBLOWING

Whilst it is expected that there should be a professional approach at all times and that everyone should hold the welfare and safety of every child and young person as their paramount objective, there may be occasions where this may not be happening.

It is vital that all employees, franchisees, contractors, volunteers talk through any concerns they may have with their line manager at the earliest possible opportunity to enable any problems to be ironed out as soon as they arise.

Disclosure of Information

Where an employee, franchisee, contractor or volunteer becomes aware of information that they reasonably believe tends to show one or more of the following, they must use the procedure set out in our Safeguarding and Child Protection policy:

- That a criminal offence has been committed or is being committed or it likely to be committed.
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject.
- That a miscarriage of justice has occurred, is occurring, or is likely to occur.
- That the health and safety of any individual has been, is being, or is likely to be, endangered.
- That the environment has been, is being, or is likely to be, damaged.
- That information tending to show any of the above is being, or is likely to be, deliberately concealed.

Disclosure procedure

Where it is believed that one or more of the circumstances listed above has occurred, staff should promptly disclose this with their line manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to the line manager (ie because it relates to the line manager) the employee, franchisee, contractor or volunteer should speak to a member of the management team or Director.

The employee, franchisee, contractor or volunteer will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, employees, franchisees, contractors or volunteers should speak in confidence with a member of the management team or Director.

Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner.

Any employee, franchisee, contractor or volunteer who is involved in victimising a person who has made a disclosure, takes any action to deter a person from disclosing information or makes malicious allegations or disclosures in bad faith will be subject to potential disciplinary action which may result in dismissal.

Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal.

Any line manager who inappropriately deals with a whistle blowing issue (eg failure to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal.