

Complaints policy

1. Purpose and Scope

At School To Medic, we are committed to providing high-quality tutoring and mentoring. This policy outlines how students, parents, or guardians can raise concerns or complaints regarding any tutoring or mentoring services.

2. Informal Resolution

Most issues can be resolved quickly and informally. Parents/students are encouraged, in the first instance, to raise concerns directly with the tutor at the earliest opportunity (verbally or by email/WhatsApp, as appropriate). Raising concerns early helps us resolve issues quickly and maintain the best learning experience for students.

3. Formal Complaints

If a concern cannot be resolved informally, the following steps apply:

Step 1: Submitting a Complaint

Complaints should be put in writing (email is acceptable) and sent to: support@schooltomedic.co.uk. The complaint should include:

- Student's name
- Date(s) of incident(s)
- Details of concern(s)
- Desired outcome, if applicable
- Evidence is available: Screenshots, emails or any other relevant information.

Step 2: Acknowledgement

The complaint will be acknowledged in writing within 7 working days.

Step 3: Investigation

We will review the concern fully and gather any relevant information for investigation of the complaint.

Step 4: Response

A written response will be provided within 28 working days of the initial complaint, outlining findings and any actions to be taken.

4. Escalation

If the complainant is unsatisfied with the outcome, they may request a review by the Founder & Director (Rajjan Singh), who will reconsider and provide a final response within 10 working days. This decision will be final and binding.

5. Safeguarding Concerns

Any complaints involving child safeguarding will be handled in line with the School To Medic *Safeguarding Policy* and may be referred to the appropriate safeguarding authorities where necessary.

6. Confidentiality

All complaints will be handled with sensitivity and confidentiality. Information will only be shared with those directly involved in resolving the issue, or as required by law.

7. Monitoring & Review

All complaints are logged and reviewed regularly to improve service quality. This policy is reviewed annually.