

## **Action Tutoring compliments, comments and complaints policy**

Action Tutoring's work is to support pupils from disadvantaged backgrounds to achieve a meaningful level of academic attainment. We welcome and value feedback as we want to continuously improve what we do and how we do this.

Any comments, compliments and complaints help us to ensure our activities are the very best they can be. We are very keen to know 'what works well' and to receive suggestions for 'even better if'.

### **Complimenting us or commenting on our work**

Compliments and comments are valuable and important in our ongoing quality assurance of our activities. When compliments or comments are received, we will record these and pass them to the relevant member of our team where possible. Receiving compliments and comments enables us to:

- Understand what works well so we can continue to share best practice.
- Provide positive feedback to our team.
- Use the feedback to inform and influence our future work.
- Maintain the high standards of our work and introduce new ways of working if needed to ensure our delivery continues to be effective, valued, impactful and meaningful.

As well as sharing compliments directly, we also enjoy seeing them shared publicly on social media. This helps to raise external awareness of our charity and attract new audiences. Google reviews are also incredibly valuable to us. These can be added simply by Googling 'Action Tutoring', click on our existing reviews then select the 'Write a review' button. Positive reviews can encourage more people to engage with our charity.

### **Complaints**

We strive to ensure all pupils, volunteer tutors, schools, partners, supporters and donors feel respected and comfortable when working with us. However, if you feel that we have not reached your expectations, we would like to hear from you to ensure we can continue to improve and ultimately ensure we provide the best standard of support possible.

When a complaint is received it will be logged and investigated, fairly, promptly and consistently. We want to ensure that anyone connected with Action Tutoring knows how to raise a complaint and how this will be handled. We welcome any feedback and take all complaints seriously. We strive to ensure complaints are resolved and that relationships are repaired where possible.

### **Definition of a complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Action Tutoring's work.

### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **How to raise a complaint**

You can contact us in a variety of ways. Please include your name and contact details so we can resolve your concern as efficiently as possible:

- You can contact us at our head office on 0203 872 5894 (Monday - Friday, between 9am and 5:30pm).
- You can email us at [hello@actiontutoring.org.uk](mailto:hello@actiontutoring.org.uk).
- You can write to us at: Action Tutoring, The Dock, Tobacco Quay, Wapping Lane, London, E1W 2SF.
- You can email your main Action Tutoring contact directly.

### **How will we handle your complaint?**

- We aim to resolve any complaint, worry or concern in an efficient, consistent and practical manner.
- We will always treat you with courtesy and respect, and listen to what you say.
- We will acknowledge your complaint within two working days of receiving it.
- Where possible, we will resolve the complaint at the point of acknowledging it.
- If further investigation is required, we will provide you with an expected timeline. We will also provide you with contact details for the member of our team who is handling your complaint.

- You should expect to receive a response in full no later than 20 working days after the date we received your complaint.

## **My complaint has not been resolved**

We will strive to resolve your complaint as quickly and as thoroughly as we can. Your complaint will be handled by the relevant Action Tutoring manager in the first instance, with input from a member of the Senior Leadership Team. If the complaint has not been resolved satisfactorily, it will be escalated to a member of Action Tutoring's Board of Trustees.

However, if after having spoken to us you feel we have not resolved your complaint to your satisfaction, following this route, you can contact any of the organisations below:

- The Fundraising Regulator can investigate your complaint if it is related to fundraising.

You must contact them within two months of receiving your response from us.

You can contact them via their online complaints form, available on their website ([www.fundraisingregulator.org.uk/complaints](http://www.fundraisingregulator.org.uk/complaints)).

- If your complaint is related to another area of our work you can contact The Charity Commission.

More information is available on their website:

<https://www.gov.uk/complain-about-charity>

## **Your details**

We review all complaints raised in order to manage our complaints process effectively. This includes information about you as the complainant. If you would like further information, or have any concerns, about the information we may hold about you, please see our [Privacy Policy](#).

## **Additional information for tutors**

- Any complaints regarding the behaviour or conduct of the pupil should be reported to your Action Tutoring Programme Coordinator. Action Tutoring will liaise with the school to discuss and resolve the complaint.
- Any issues arising from the conduct of other volunteers should be reported directly to Action Tutoring either through your Programme Coordinator or directly to our central team: [hello@actiontutoring.org.uk](mailto:hello@actiontutoring.org.uk) or 0203 872 5894.
- Complaints about the school you are volunteering in should be reported to Action Tutoring either through your Programme Coordinator or directly to our central team: [hello@actiontutoring.org.uk](mailto:hello@actiontutoring.org.uk) or 0203 872 5894.
- Any complaints regarding Action Tutoring should be reported to a member of the management team. If the complaint is serious enough in nature and cannot be resolved by good organisational practice it will be passed onto the Trustees.

### **Additional information for schools**

Any complaints regarding the conduct or behaviour of volunteer tutors should be immediately reported to Action Tutoring. If the tutor's behaviour contravenes any of the Tutor Agreement or falls into any of the categories below, they may be dismissed from volunteering.

### **Action Tutoring reserves the right to terminate a tutor's involvement for any of the following reasons:**

- **Poor conduct:** This may include behaving in an unacceptable manner during tuition sessions (e.g. being rude or discriminatory towards other tutors, pupils or teaching staff) or attending tuition sessions in an improper state (e.g. inebriated).
- **Absence without notice:** Action Tutoring requests that all tutors provide at least 24 hours' notice for absences barring exceptional circumstances. If a tutor misses two sessions without notice, their volunteer involvement may be terminated immediately.
- **False information:** If it is discovered that a tutor supplied false or incorrect information during the application procedure.
- **Violation of Child Protection Policy:** Any tutor who violates Action Tutoring's Child Protection Policy, either with or without intent, will no longer be engaged to volunteer on any of Action Tutoring programmes. There may also be further sanctions and consequences depending on the severity of the situation.