

## **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 to help us continuously improve what we do.

We are very keen to know 'what works well' and to receive suggestions for 'even better if', to help ensure we are operating and delivering in the very best way.

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

Compliments and comments are valuable and important in the 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 so we can aim to find a solution and also learn and continue to improve our processes so that we ultimately can 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 all complaints are resolved and that relationships are repaired wherever 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. We have a duty of care to protect all individuals involved, handling matters with the utmost sensitivity and discretion.

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

Our team is here to help you quickly and effectively. To ensure every interaction is productive and positive, we commit to treating you with patience and care and we ask that you extend the same courtesy to our team.

You can contact us in a variety of ways.

Please use the following form to issue an official complaint:

- [Action Tutoring complaints submission form](#)

If you are reporting a safeguarding concern, please email [safeguarding@actiontutoring.org.uk](mailto:safeguarding@actiontutoring.org.uk). For health and safety or GDPR/data concerns, please email: [hello@actiontutoring.org.uk](mailto:hello@actiontutoring.org.uk).

Any other feedback can be shared through the following channels:

- You can email us at [hello@actiontutoring.org.uk](mailto:hello@actiontutoring.org.uk).
- You can contact us at our head office on 0300 102 0094 (Monday - Friday, between 9am and 5:30pm).
- You can write to us at: Action Tutoring, Fivefields, 8-10 Grosvenor Gardens, Victoria, SW1W 0DH
- You can email your main Action Tutoring contact directly.

### **Accessibility**

If any aspect of the complaints procedure causes you difficulty on account of any disability that you have, you should contact the Operations Manager through [hello@actiontutoring.org.uk](mailto:hello@actiontutoring.org.uk), who will make appropriate arrangements.

### **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 volunteer tutors, Action Tutoring or the school you are volunteering in should be reported to your Programme Coordinator or to our central team through the routes indicated above.
- If the complaint relates to Action Tutoring, is serious enough in nature and cannot be resolved by good organisational practice, it will be passed on to the Trustees.

### **Additional information for schools**

Any complaints regarding the conduct or behaviour of volunteer tutors should be immediately reported to Action Tutoring (through the programme manager and [safeguarding@actiontutoring.org.uk](mailto:safeguarding@actiontutoring.org.uk)). If the tutor's behaviour contravenes any of the Tutor Agreement (*accessible in our volunteer policies and procedures document [here](#)*) 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.

### 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 and may ask further clarifying questions from you and any other parties involved. We will always confirm with you that we have captured your complaint accurately.
- Please provide us with as much information as possible, including a full description of your complaint, the individuals involved and any evidence you have. If you have a suggestion for how best to resolve the issues in your complaint, please also let us know. We want to reach the best possible outcome, and we value your ideas as to how to achieve this.
- We may request additional information or evidence and will ask for this within a reasonable timeframe. If this is not received by that date, the complaint will not progress and we will confirm this decision in writing.
- 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 and the steps to be taken in the process. We will also provide you with details of who will be dealing with the complaint, if it is passed on to a colleague, and if/when they will be in touch.
- You should expect to receive a response in full no later than 20 working days after the date we received your complaint.
- Please note we are a charity with limited resources, and we must be always mindful of this in responding to complaints.
- Please report your complaint within 12 months of the incident occurring. In exceptional circumstances, we may be able to respond to a complaint that is older, although this is something we will decide at our discretion and on a case-by-case basis.

- All complaints are recorded centrally then reviewed monthly by the Senior Leadership Team and reported to the Board of Trustees twice a year.

## Your details

We review all complaints raised thoroughly, 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](#).

## 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 individual you contact, in the first instance, and escalated to the relevant Action Tutoring manager if required. If the complaint has not been resolved satisfactorily, it will be escalated to the CEO for a final response. The CEO's decision will be final.

SLT and/or the CEO will remain the highest escalation point, unless the complaint is about a member of SLT. In this situation, the [Whistleblowing policy](#) will be applied. The CEO will investigate and the complaint will be escalated to the Board.

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>