

Complaints Policy and Procedure

Owner: World of Education Ltd

Effective Date: 02/10/2025

Review Date: 02/10/2026

1. Policy Statement

World of Education aims to provide the highest standard of tuition, care, and support for all learners. We welcome feedback and take all complaints seriously, using them to improve our services. This policy sets out how complaints can be made, how they will be handled, and the rights and responsibilities of all parties involved.

2. Scope

This policy applies to complaints from learners, parents/carers, staff, and other stakeholders relating to the tuition, welfare, or administration of World of Education.

3. Principles

- Complaints will be handled fairly, transparently, and promptly.
- We aim to resolve complaints informally wherever possible.
- Confidentiality will be maintained throughout the process, respecting the privacy of all parties.
- No individual will suffer detriment or victimisation as a result of making a complaint.
- Complainants will be kept informed of progress and outcomes.

4. Complaints Procedure

4.1 Informal Stage

- Complainants should initially raise concerns directly with the relevant staff member (e.g., tutor, mentor) to seek an informal resolution.
- Staff will listen, investigate, and respond within 5 working days.
- If the complaint is resolved informally, no further action is required.

4.2 Formal Stage

- If the concern is not resolved informally, a formal complaint should be submitted in writing to senior management of World of Education.

- The formal complaint must include: complainant's details, description of the issue, relevant dates, and desired outcome.
- Senior management will acknowledge receipt within 3 working days and begin a thorough investigation.
- An investigation will be conducted, which may involve interviews and gathering evidence.
- A written response detailing findings and any actions to be taken will be provided within 20 working days.

6. Confidentiality and Record-Keeping

- All complaints and related records will be stored securely and accessed only by authorised personnel.
- Records will include the complaint, investigation details, correspondence, and outcomes.
- Records will be retained in line with data protection regulations and organisational policy.

7. Monitoring and Review

- Complaints data will be monitored regularly to identify trends and inform improvements.
- This policy will be reviewed annually or following significant complaints.

8. Contact

If you wish to make a complaint, request further information about this procedure, or need support in raising a concern, please contact:

Email: info@worldofeducation.online

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