

Capital Tuition Group - Complaints and Appeals Policy

The difference between a concern and a complaint

A concern may be defined as ‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’. A complaint may be defined as ‘an expression of dissatisfaction however made, about actions taken or a lack of action’. It is in everyone’s interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Capital Tuition Group (CTG) takes concerns seriously and will make every effort to resolve the matter as quickly as possible. If you have difficulty discussing a concern with a particular member of staff, CTG will respect your views. In these cases, CTG will refer you to another/different staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, they will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important. CTG understands, however, that there are occasions when people would like to raise their concerns formally. In this case, CTG will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

How to raise a concern or make a complaint to CTG

Parents/guardians are informed that, should they feel at any time that they have reason for complaint or concern, in the first instance, they should speak to their Client Manager. Complaints can be made in writing, via email or via telephone. If they are still not satisfied, or if they would prefer not to discuss their concerns with their Client Manager, CTG recommends that they contact CTG’s Team on hello@capitaltuitiongroup.com, who will then be able to investigate the matter and escalate it to the relevant / most appropriate member of staff.

Any complaint made in writing or made by e-mail that relates to Safeguarding will be fully investigated via a statutory procedure - see [Complaints in Relation to the Safeguarding of Children](#).

For ease of use, a [Template Complaint Form](#) is included at the end of this procedure. If you require help in completing the form, please contact a member of the CTG Team. You can also ask third party organisations like the Citizens Advice to help you.

In accordance with equality law, CTG will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Anonymous complaints

CTG will not normally investigate anonymous complaints. However, the Management Team or CTG Board, if appropriate, will determine whether the complaint warrants an investigation.

Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. CTG will consider complaints made outside of this time frame if exceptional circumstances apply.

Scope of this Complaints Procedure

This procedure covers all complaints about any provision or service provided by CTG, other than complaints that are dealt with under other statutory procedures, including those listed below:

- Matters likely to require a Child Protection Investigation
- Whistleblowing
- Staff Grievance
- Staff Conduct

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on CTG's ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against CTG in relation to their complaint, CTG will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, CTG will ask them to confirm this in writing, again either by letter or e-mail .

Capital Tuition Group Complaints Procedure

This procedure covers all complaints about any provision or service provided by CTG, other than complaints that are dealt with under other statutory procedures (see above).

Stage 1:

1. The Client Manager dealing with the complaint will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 7 working days.
2. Within this response, the Client Manager will seek to clarify:
 - a. the nature of the complaint
 - b. what remains unresolved
 - c. what outcome the complainant would like to see.

The Client Manager can consider whether a face to face meeting is the most appropriate way of doing this. The Client Manager is to remain impartial, collecting information, details and data in an independent and objective manner.

Note: The Client Manager may delegate the investigation to another member within CTG. This may be the Management Team if appropriate.

3. During the investigation, the Client Manager (or member of the Management Team) will: if necessary, interview the parties involved in the matter and/or those complained of, allowing them to be accompanied if they wish to keep a written record of any meetings/interviews in relation to their investigation.
4. At the conclusion of their investigation, the Client Manager will provide a formal written response (letter or e-mail) within 28 days of the date of receipt of the complaint. If, for any reason, this deadline is unable to be met, the Client Manager will provide the complainant with an update and revised response date.
5. The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions CTG will take to resolve the complaint.

Stage 2:

1. If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2 – a meeting with members of CTG's Board, which will serve as a complaints committee, which will be formed of the first two board members available. This is the final stage of the complaints procedure.
2. The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.
3. The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.
4. The committee will consider the complaint and all the evidence presented. The committee can:
 - a. uphold the complaint in whole or in part
 - b. dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee will:

- a. decide on the appropriate action to be taken to resolve the complaint
- b. where appropriate, recommend changes to the company's systems or procedures to prevent similar issues in the future.

Next Steps

If the complainant believes the organisation did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have fully completed the complaints process. The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by CTG. They will consider whether CTG has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to: Department for Education Piccadilly Gate Store Street Manchester M1 2W

Complaints in Relation to the Safeguarding of Children

Complaints about child protection matters are handled under CTG's [Allegations Against Staff Policy](#) and in accordance with relevant statutory guidance.

If there are serious concerns, the complainant may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH).

Wandsworth LADO

<https://fis.wandsworth.gov.uk/kb5/wandsworth/fsd/advice.page?id=UOtDyxnB9hE>

Wandsworth MASH

<https://thrive.wandsworth.gov.uk/kb5/wandsworth/fsd/service.page?id=xAK5Du6kTY0&familychannel=0>

Record Keeping

Any complaint will be dealt with in full within 28 days of receipt of the written complaint, including a written response which will include an account of the findings of the investigation and any action taken as a result.

CTG keeps a record of complaints which includes:

- a. The nature of the complaint
- b. How the complaint was dealt with
- c. The outcome of the investigation
- d. Any action taken, and
- e. The whether the parent/guardian was given an account of the findings within 28 days of the date on which the complaint was received

Complaint report summaries (data protected) are available to parents/guardians request. Further information on how CTG stores data can be found in the [Capital Tuition Group - Data Management Policy](#).

Complaints records are kept for three years. They are saved in the CTG's secure-access Complaints Folder.

Whistleblowing

CTG has an internal whistleblowing procedure for all Staff and Tutors, including temporary staff and contractors. Full details of this policy can be found at [Capital Tuition Group - Whistle Blowing Policy](#).

The Secretary of State for Education is the prescribed person for matters relating to education for whistleblowers in education who do not want to raise matters directly with their employer. Referrals can be made at: www.education.gov/contactus

Staff Conduct

Complaints about staff will be dealt with under the company's internal disciplinary procedures, if appropriate. Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.

Full details of the Allegations Against Staff Policy and Procedure can be found at [Capital Tuition Group - Allegations Against Staff Policy and Procedures](#).

Staff Grievances

Complaints from staff will be dealt with under the company's internal grievance procedures. Full details can be found at [Capital Tuition Group - Staff Grievance Policy](#).

Complaints made by Learning Pod Clients (Schools or external organisations)

As part of the organisational procedure for a Learning Pod contract, a Terms & Conditions document will be signed by relevant parties outlining the commitments made to the client by CTG and the Tutors. A full outline of these commitments can be found [here](#) and includes the following:

- CTG will carefully select an independent Tutor based on qualification and experience in order to respond to the students' specific learning needs within the Learning Pod;
- CTG and the Learning Pod Tutor will keep all information regarding students confidential and will only use this information in communications with the client (school), their students, their student's parents/guardians and CTG;
- The Learning Pod Tutors will undertake to adhere to a strict professional Code of Ethics and Code of Practice as outlined by The Tutors' Association and also that which forms part of the Contract that Tutors hold with CTG.

If at any time, the Learning Pod Client has reason for complaint or concern in relation to these or any other matters, in the first instance they should speak to their Client Manager.

For clarification purposes, the Learning Pod Client is the school. If the Learning Pod is a private Learning Pod, then the client is the student's parent/guardian. In the case of the former, if a parent of a student who is attending a Learning Pod where the client is the school has a complaint, then they must follow the complaints procedure outlined above. In this case, the Client Manager looking after the school, will attempt to resolve the complaint directly with the parent first. If the situation is not resolved in this capacity, and it is deemed necessary to involve the school, then the Client Manager will involve the Point of Contact at the school. The point of contact is usually a Head of Year or member of the Senior Leadership Team at the school.

If the complainant is still not satisfied, or if they would prefer not to discuss their concerns with a Client Manager, we recommend that they contact Matthew Curnier (Chief Executive Officer) on

matthew@capitaltuitiongroup.com, who will be able to investigate the matter further and involve the relevant members of staff. If Matthew Curnier is the Client Manager for the school in question, then the CTG Board may become involved at this stage.



Managing Reputational and PR Issues

The main point of contact to manage reputational issues or PR issues is Matthew Curnier matthew@capitaltuitiongroup.com

Procedure for Managing Reputational / PR issues

1. Classify the Problem and Don't overreact - evaluate the impact of the issue or crisis on the overall performance and reputation on CTG
2. React Swiftly - a fast response will increase the ability to control the narrative and minimise the damage
3. Identify the First Response Unit - CTG's first response unit will be the client manager department and/or social media team. Consultation with these two teams will develop the narrative that needs to be disseminated to the public.
4. Evaluate the Crisis Situation - The PR crisis team (including CTG Board, CTG Management Team, CM Team) to assess the damage of the reputation / PR issue. The team to develop an appropriate response.
5. Prepare the Final Plan of Action - Ascertain where CTG mistakes were made. Owning the mistakes will demonstrate CTG to be a mature organisation committed to continuous improvement.
6. Cooperate with Influencers - Search for influencers and top public profiles (include NTP and Tribal within these communications) to endorse and support the CTG brand before and after the crisis.
7. Reputational and PR Crisis Analysis - Post analysis of the crisis to implement prevention strategies and mechanisms and updating relevant policies as necessary.

Review

This policy will be reviewed on an annual basis by the CTG Management Team.

Capital Tuition Group Complaint Form



Please complete and return to the Capital Tuition Group Management Team via hello@capitaltuitiongroup.com who will acknowledge receipt and explain what action will be taken.

Your name:
Student's name (if relevant):
Your relationship to the student (if relevant):

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Email address:

<p>Please give details of your complaint, including whether you have spoken to anybody in the organisation about it.</p>

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Action taken:

Date:

To ensure that the organisation continues to adhere to safe recruitment guidelines, this policy will be updated every year.

Approval Date	Renewal Date	Version No.	Approved by	Date	Action taken
21.7.21	1.09.22	01	Matthew Curnier	1.09.22	New policy drawn up
18.7.22	1.09.23	02	Matthew Curnier	1.09.23	Complaints and Appeals Policy. Update to Staff Grievance Policy reflected
20.07.23	20.07.24	03	Matthew Curnier	20.07.23	Terminology reviewed.

