

Complaints Procedure and Form

Whitemere Tutoring | Anna Prudente-Poulton | 29 September 2026

This procedure explains how a learner, parent, carer or client can raise a concern about Whitemere Tutoring and how I will respond. You can contact me in writing without using the form. I will take concerns seriously and aim to resolve them fairly.

How to raise a complaint

Email admin@whitemeretutoring.co.uk with “Complaint” in the subject line, or complete the form on the final page and email it to me. Please include what happened, when it happened, who was involved, and what you would like me to do. You may ask someone to help you write the complaint.

A learner can tell a parent or carer, or raise a concern with me during a lesson. If it is easier, I can arrange an accessible way for them to share their account. A parent or carer should send the formal complaint for a child where appropriate.

What happens next

- I will acknowledge a written complaint within three working days. Working days are Monday to Friday, excluding bank holidays.
- I will consider the relevant messages, lesson records and any account you provide, and may ask for more information. I will treat the matter as privately as I reasonably can while looking into it.
- I aim to give a written response within 15 working days of receiving the complaint. If more time is needed, I will explain why and give a revised date.
- My response will set out what I found, any action I will take, and what I can do to put matters right where appropriate. I will keep a record and handle personal information in line with my Privacy Policy.

If you remain dissatisfied

Please reply within 10 working days, explaining what you believe I have missed. As an independent tutor, I will personally reconsider the matter and reply in writing, normally within 10 working days. This is a further review by me, not an independent appeal. This procedure does not limit any legal rights or external routes available to you.

Safeguarding and urgent concerns

If someone is at immediate risk of harm, call 999. Safeguarding concerns can be raised without using this complaints process. I will follow my Safeguarding Policy and contact the appropriate agency where necessary. You can also contact the local authority safeguarding service directly.

Complaint Form

You may type into this form or print and write on it. Send the completed form to admin@whitemeretutoring.co.uk. You may also email the same information without using this form.

Your name

Email address for a reply

Name of learner if relevant

Date or dates of the concern

What happened

What would you like me to do

Is there anything that would help you communicate about this complaint

Please tell me if this concern involves immediate safety. Do not wait for a reply to this form if someone is at immediate risk; call 999.