

Complaints Procedure

Fleet Education Services views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. Informal concerns raised will be handled following the same processes as in this policy, with the aim of resolving issues at the earliest opportunity.

If you feel you have a complaint, you should first approach your Tuition Coordinator who must inform the Team Leader. They will supervise the investigation of the complaint. We aim to resolve issues within 48 hours wherever possible.

If the situation is not resolved by the Tuition Coordinator or Team Leader, the complaint will be passed to the Service Delivery Manager who will acknowledge the complaint in writing within 48 hours. The SDM will follow up the complaint with the personnel involved and ensure a written response is sent within 5 working days.

The Tuition Coordinator/ Service Delivery Manager will send a detailed reply to your complaint. This will include their suggestions for resolving the matter. They will do this within 5 working days of completing their investigation.

Allegations regarding child protection and safety are taken very seriously. When such an allegation is made, details are passed to our Safeguarding Team immediately.

The Management Team may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a member of staff should not be investigated by that member of staff.

Complaints are reviewed on a regular basis to identify any trends which may indicate a need to take further action.

Written complaints may be sent to:

Fleet Education Services
The Old Library
4 Boundary Road
Farnborough
Hampshire
GU14 6SF

Alternatively, please email clientsupport@fleet-tutors.co.uk. Verbal complaints may be made by calling 0333 355 9015.