



Newman Tuition Complaints Policy

1. Our commitment

At Newman Tuition, we are committed to providing a high standard of service to our students, families, tutors, schools, local authorities and other partners.

We aim to provide a professional, responsive and supportive service at all times. However, we recognise that occasionally things may go wrong or someone may feel that the service they have received has fallen below the standard they expected.

We take complaints seriously and welcome feedback as an opportunity to resolve concerns, learn from them and improve our services.

Anyone who raises a complaint in good faith will be treated fairly and respectfully.

2. Who can make a complaint?

A complaint can be made by anyone who has received, used or been affected by Newman Tuition's services, including:

- Parents and carers
- Students
- Tutors
- Schools and educational settings
- Local authorities
- Charities and organisations working with Newman Tuition
- Other clients, partners or members of the public

Where appropriate, a complaint may also be made on someone's behalf. We may need to confirm that the person making the complaint has permission to act for them.

3. How to make a complaint

We want it to be straightforward to raise a concern with us.

Complaints can be made by email or telephone.



Email: hello@newmantuition.co.uk

Telephone: 020 3198 8006

Contact: Zac Newman, Newman Tuition

When making a complaint, please provide as much of the following information as possible:

- Your name
- Your email address and telephone number
- The name of the student, tutor or other person involved, where relevant
- A clear description of your complaint
- Relevant dates and times
- Details of anyone you have already spoken to about the matter
- Any supporting documents, messages or other information
- What you would like Newman Tuition to do to resolve the matter

Providing relevant information at the outset will help us investigate and respond to your complaint as efficiently as possible.

You do not need to use any particular wording or form for your concern to be treated as a complaint.

4. Our approach to complaints

We aim to deal with all complaints:

- Promptly
- Fairly and impartially
- Professionally and respectfully
- Confidentially, as far as reasonably possible
- With courtesy and understanding
- With an open mind
- In a way that prioritises the welfare of children and young people

Where we have made a mistake, we will acknowledge this and, where appropriate, apologise and take reasonable steps to put matters right.

We will also consider whether any changes to our procedures, training or services are necessary as a result of the complaint.

5. How we will deal with your complaint

When we receive a complaint, we will record the details and consider the most appropriate person to investigate it.

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Acknowledgement

We aim to acknowledge a formal complaint within **5 working days** of receiving it.

Our acknowledgement will normally confirm:

- That we have received your complaint
- Who will be dealing with it
- Whether we require any additional information
- What will happen next

We may need to verify your identity or request further information or documentation before completing our investigation.

Investigation

Depending on the nature of the complaint, our investigation may include:

- Reviewing the information you have provided
- Reviewing relevant emails, messages, lesson records or other documentation
- Speaking with you
- Speaking with the tutor, staff member or other person concerned
- Establishing the relevant facts
- Considering Newman Tuition's policies, procedures, Terms and Conditions and professional obligations
- Requesting additional information where necessary

We will handle complaints as confidentially as reasonably possible. Information will only be shared with people who need it in order to investigate or respond to the complaint, unless disclosure is otherwise required by law or for safeguarding purposes.

Those involved in a complaint will be given a reasonable opportunity to provide relevant information and respond to matters concerning them.

6. Our response

We aim to provide a written outcome within **10 working days of acknowledging the complaint**.

Our response will normally explain:

- The issues we have considered
- The outcome of our investigation
- Whether the complaint has been upheld, partially upheld or not upheld

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- Any action we have taken or intend to take, where appropriate
- Any further steps available to you

Some complaints may take longer to investigate, particularly where they are complex, involve several parties or require information from third parties.

If we are unable to respond within our usual timeframe, we will let you know and explain the reason for the delay. We will also provide an indication of when we expect to respond.

7. Safeguarding concerns

The safety and welfare of children and young people is our highest priority.

If a complaint includes a safeguarding or child protection concern, it may be dealt with under Newman Tuition's **Safeguarding Policy** rather than, or alongside, this Complaints Policy.

Safeguarding concerns will be referred promptly to Newman Tuition's Designated Safeguarding Lead and, where appropriate, to the relevant external safeguarding authority.

Where an allegation suggests that a person working with children may have:

- Harmed a child
- Committed an offence against or related to a child
- Behaved towards a child in a way that indicates they may pose a risk of harm
- Behaved in a way that raises concerns about their suitability to work with children

Newman Tuition will follow its safeguarding procedures and make any necessary referrals to the appropriate Local Authority Designated Officer (LADO), children's services, police or other relevant authority.

Safeguarding matters will not be delayed in order to complete the standard complaints process.

If there is an immediate risk of harm or an emergency, the appropriate emergency services should be contacted immediately.

8. If you are not satisfied with our response

We will make every reasonable effort to resolve complaints through the initial investigation.

If you are dissatisfied with our final response, you may request a review.



Your request should normally be made within **10 working days** of receiving our response and should explain:

- Why you remain dissatisfied
- Which aspects of the response you would like reviewed
- Whether there is any relevant information that you believe was not properly considered

Where possible, the review will be carried out by a senior member of Newman Tuition who was not responsible for the original investigation.

Following the review, the original decision may be:

- Upheld
- Partially changed
- Replaced with a revised outcome

The outcome of this review will normally represent the conclusion of Newman Tuition's internal complaints process.

9. The Tutors' Association

Newman Tuition is a Corporate Member of **The Tutors' Association (TTA)** and is committed to maintaining high professional standards within the tutoring sector.

If a complaint concerns an alleged breach of The Tutors' Association's Code of Practice and you remain dissatisfied after giving Newman Tuition a reasonable opportunity to address the matter, you may be able to raise the matter with The Tutors' Association.

The Tutors' Association operates its own independent complaints and disciplinary procedures and will determine whether a complaint falls within its jurisdiction.

Information about its Code of Practice and complaints procedure is available on The Tutors' Association website.

10. Data protection complaints

If your complaint concerns how Newman Tuition has collected, used, stored, shared or otherwise handled your personal information, we will treat this as a data protection complaint where appropriate.

We will investigate data protection complaints in accordance with applicable UK data protection legislation.

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Requests to exercise a specific data protection right, such as a Subject Access Request, may be dealt with separately from the general complaints procedure and in accordance with the relevant statutory requirements.

If you remain dissatisfied with the way Newman Tuition has handled a data protection matter, you have the right to raise your concern with the **Information Commissioner's Office (ICO)**.

Further information is available at the ICO website.

11. Complaints concerning tutors

Where a complaint concerns a Newman Tuition tutor, we will investigate the matter fairly and proportionately.

Depending on the nature and seriousness of the complaint, Newman Tuition may:

- Discuss the concern with the tutor
- Request a written response from the tutor
- Review relevant communications or lesson information
- Provide additional guidance or training
- Review whether the tutor remains suitable for a particular placement
- Suspend the tutor from a placement while a serious concern is investigated
- Remove a tutor from a placement or from Newman Tuition's tutor network
- Make a safeguarding or regulatory referral where required

Any action taken will depend upon the individual circumstances and seriousness of the matter.

12. Recording and monitoring complaints

Newman Tuition will maintain an appropriate record of formal complaints.

Records may include:

- The nature of the complaint
- Relevant correspondence and documentation
- Notes of relevant conversations
- The investigation undertaken
- The outcome
- Any action taken
- Any lessons learned or improvements identified



Complaint records will be handled securely and retained in accordance with Newman Tuition's data protection and record retention arrangements.

Senior management may periodically review complaints to identify recurring issues, trends or areas where our services, policies or procedures could be improved.

13. Fair treatment

We expect everyone involved in the complaints process to communicate respectfully.

Making a complaint in good faith will not negatively affect a student's access to Newman Tuition's services or a person's right to raise legitimate concerns.

Newman Tuition may, however, take reasonable steps to manage communications where behaviour becomes abusive, threatening, discriminatory or persistently unreasonable. This will not prevent legitimate concerns from being considered.

14. Confidentiality

All complaints will be treated with appropriate sensitivity and confidentiality.

Information relating to a complaint will only be shared where it is reasonably necessary to investigate the matter, respond to the complaint, protect an individual, comply with safeguarding obligations or meet another legal or regulatory requirement.

Signature:

Last updated: September 2026

Update Due: March 2027