

POLICY TITLE	Parental Complaints Policy
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POLICY AUTHOR	Vanessa Leach
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APPROVED BY	Vanessa Leach / Sophie Eaglesham
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DISTRIBUTION	All company
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DETAILS OF POLICY UPDATES

DATE	DETAILS
24/11/25	Addition of OFG reporting requirement
07/07/25	Correction to above – section 6 was added to meet OEAS standard 7.11
07/07/25	Updated section 5 to meet OEAS standard 7.10
12/02/25	Added section 6 to meet standard 7.10 in OEAS.
05/02/25	Removed independent review and added panel review to meet standard 7.7 in OEAS

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1 Introduction

Tute Education is committed to providing high-quality online teaching services to schools, local authorities, and non-mainstream settings. While parents do not directly commission or pay for our services, we acknowledge and want to encourage their role in their child's education and offer a clear process for addressing concerns related to Tute's direct service delivery. This policy ensures that parental complaints are managed effectively while maintaining alignment with the responsibilities of commissioning partners.

2 Scope

This policy applies to complaints made by parents or guardians of students accessing Tute's services. However, it is important to distinguish between:

- **Complaints parents can raise with Tute:** These include concerns related to Tute's direct service, such as:
 - The quality of teaching and learning
 - The conduct of Tute staff
 - Technical issues affecting lesson delivery

- Safeguarding concerns directly involving Tute
- **Complaints that should be raised with the commissioning partner:** These include matters related to:
 - The number of hours allocated for provision
 - The choice of service or provider
 - Student eligibility for support or funding decisions
 - Any issue that falls within the responsibilities of the local authority, school, or setting

Tute will not investigate complaints related to commissioning decisions but will support parents in directing their concerns to the appropriate party.

If Tute receives a complaint from a parent, we will inform the commissioning partner and seek any relevant information they may have to support the resolution process.

3 Complaints procedure

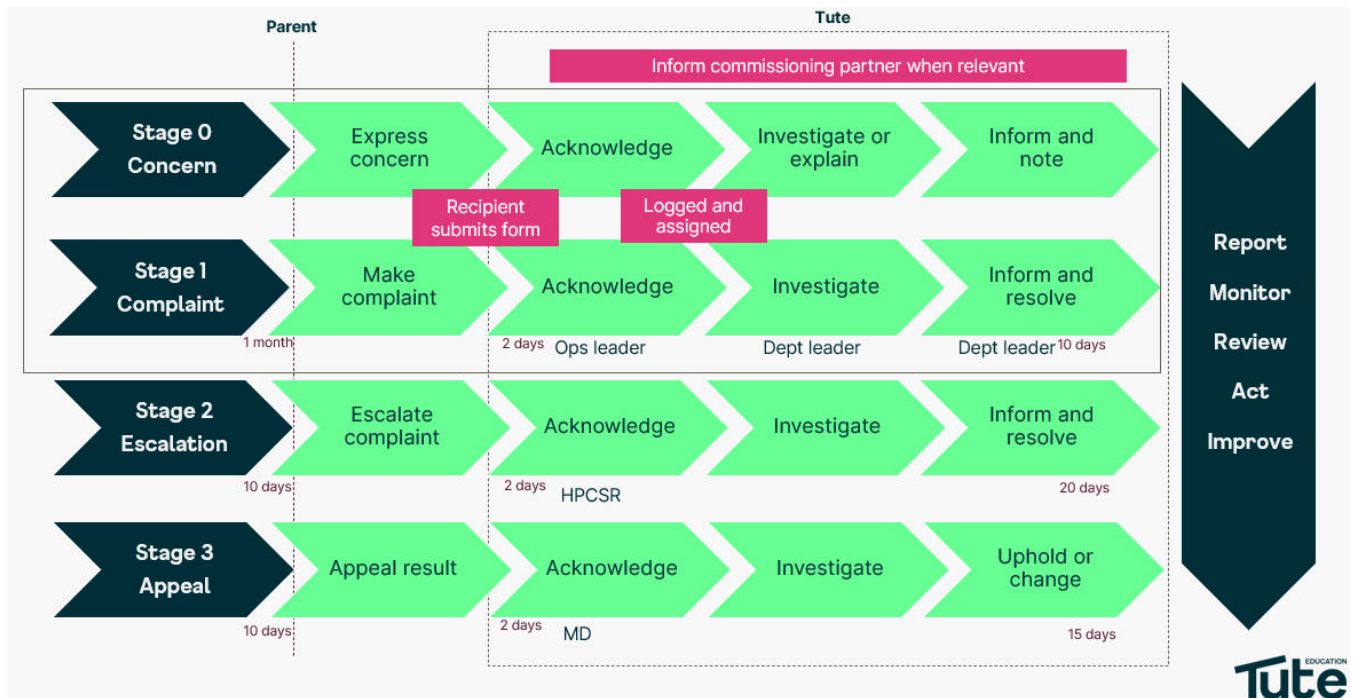
Tute aims to resolve concerns informally wherever possible. We encourage parents to raise issues early so they can be addressed quickly and effectively, reducing the need for formal escalation. However, where an informal resolution is not possible, the following complaints procedure will apply.

Complaints should be raised at the earliest opportunity and within one month of the incident occurring.

The process outlined in this policy is visually represented in the parent complaints process diagram, which provides a step-by-step overview of how complaints are acknowledged, investigated, and resolved in alignment with Tute's procedures and responsibilities.

This process applies to complaints received that are not about the commissioning decisions or partner.

Tute's parent support associate will support the parent and process throughout.



3.1 Stage 0 – Concern

Parents may express concerns informally by contacting Tute. If the concern relates to a commissioning decision, Tute will refer the parent to the appropriate body. If it concerns Tute’s service, it will be acknowledged and logged, and an investigation will be conducted as appropriate. Tute will notify the commissioning partner of the concern and check whether they have any additional information that may help address the issue.

3.2 Stage 1 – Complaint

If a concern is not resolved, a formal complaint must be submitted in writing to complaints@tute.com. The complaint will be acknowledged within two working days, investigated by the relevant department leader, and a resolution will be provided within ten working days. Tute will inform the commissioning partner that a complaint has been received and may request any further relevant information.

3.3 Stage 2 – Escalation

If the complainant is dissatisfied with the Stage 1 outcome, they may escalate the complaint to the **Head of People, Culture, and Social Responsibility (HPCSR)** via complaints@tute.com within ten working days. A review will be conducted, and a

response provided within twenty working days. The commissioning partner will be kept informed of the complaint's progress as needed.

3.4 Stage 3 – Appeal

If the complainant remains dissatisfied, they may escalate the matter to the **Managing Director** at vanessa.leach@tute.com within ten working days of receiving the Stage 2 response. A review will be conducted, and a final decision will be provided within fifteen working days.

3.5 Panel Hearing

If a parent is not satisfied with the outcome of their complaint following the formal procedure, they may request a hearing before a complaints panel. The panel will be appointed by Tute and will consist of at least three people who were not directly involved in the matters detailed in the complaint. At least one panel member will be independent of the management and operations of Tute.

Parental attendance

Parents have the right to attend the panel hearing and may be accompanied by another individual for support if they wish.

Panel findings and recommendations

Following the hearing, the panel will make findings and recommendations. A copy of these findings and recommendations will be:

- Provided to the complainant and, where relevant, to the person the complaint was made about.
- Available for inspection on Tute's premises by the proprietor and the headteacher.

This process ensures transparency and compliance with OEAS accreditation standards while providing parents with an independent review of their complaint.

4 Key principles

- Tute will acknowledge all complaints within two working days.

- Complaints will be handled fairly, confidentially, and within the specified timeframes.
- Tute will ensure transparency while working collaboratively with commissioning partners.
- Complaints involving safeguarding concerns will be managed according to Tute's Safeguarding Policy.
- All complainants are expected to communicate respectfully. Any abusive or unreasonable behaviour may result in restricted communication.
- Tute will inform the commissioning partner of all complaints received from parents and may request further relevant information to support the resolution process.

5 Monitoring and review

Tute will monitor complaints to identify trends and improve service delivery. This policy will be reviewed annually to ensure compliance with OEAS standards and best practices.

A written record will be kept of all complaints made under this formal procedure. This record will include:

- Whether the complaint was resolved at any stage of the formal process or proceeded to a panel hearing
- Whether the complaint was upheld or not
- What actions, if any, were taken by Tute as a result of the complaint, regardless of whether it was upheld

These records will be monitored regularly to identify patterns or areas for improvement and will be retained in accordance with Tute's data retention policy.

6 OFG REPORTING REQUIREMENTS

Tute Education is part of Outcomes First Group and follows the group's procedures for reporting serious or escalated complaints.

The following complaints must be reported within 24 hours by Tute staff:

- all stage 3 or escalated parental complaints
- complaints linked to safeguarding, staff suitability or serious incident concerns
- complaints that may attract media interest or affect the reputation of Tute or Outcomes First Group

These must be escalated internally to the Tute managing director for onward reporting in line with group procedures.

7 Confidentiality

Tute ensures that correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting a quality assurance visit under the online education accreditation scheme requests access to them.