Infinite Tutors Ltd

Complaints Policy

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Review Frequency: Annually

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1. Purpose

Infinite Tutors Ltd is committed to providing a high standard of educational services and customer care.

We recognise that concerns and complaints may occasionally arise. This policy explains how complaints can be raised, how they will be handled, and the timescales we aim to meet.

We aim to resolve complaints fairly, promptly and professionally while continually improving our services.

2. Scope

This policy applies to complaints made by:

- Parents and guardians
- Students
- Adult learners
- Schools and colleges
- Academy partners
- Organisations purchasing our services
- Local authorities and commissioning bodies
- Prospective clients where appropriate

This policy covers complaints relating to services provided by Infinite Tutors Ltd, including tutoring, mentoring, workshops, assessments and our online platforms.

Two categories of concern are handled outside the standard process set out in section 7:

- Concerns about the safety or welfare of a child — see section 9.
- Complaints about how we have handled personal data — see section 10.

3. Our Commitment

When handling complaints, we will:

- Listen carefully and respectfully.
- Treat all parties fairly.
- Investigate concerns objectively.
- Keep information confidential where appropriate.
- Respond within the timescales set out in this policy.
- Learn from complaints to improve our services.

Raising a complaint will not negatively affect a student's access to our services unless safeguarding or serious misconduct concerns require immediate action.

4. What Is a Complaint?

A complaint is an expression of dissatisfaction about our services, including concerns relating to:

- Tutor professionalism.
- Quality of tuition.
- Communication.
- Scheduling.
- Billing or invoicing.
- Progress reporting.
- Online platform issues.
- Handling of personal data.
- Customer service.
- Any failure to meet expected standards.

General feedback, suggestions or requests for information are not treated as formal complaints.

5. Informal Resolution

We encourage concerns to be raised as soon as possible. Many issues can be resolved quickly through discussion with Infinite Tutors before becoming formal complaints. Where appropriate, we may:

- Clarify misunderstandings.
- Explain our decision.
- Correct administrative errors.
- Rearrange lessons.
- Replace a tutor.
- Agree practical solutions.

You are never required to attempt informal resolution first, and may make a formal complaint at any point.

6. Making a Formal Complaint

A formal complaint may be made in writing, by email, or verbally by telephone. We accept complaints made by any reasonable means and will not reject a complaint because of the format it was submitted in. Where a complaint is made verbally, we will record it in writing and confirm our understanding with you.

Where possible, please include:

- Your name.
- Student's name (if applicable).
- Contact details.
- A description of the complaint.
- Relevant dates.
- Supporting information.
- The outcome you are seeking.

Complaints should be sent to:

Director, Infinite Tutors Ltd

Email: kaif@infinitetutors.org

Telephone: 07931 793164

If you need support to make a complaint, for example because of a disability or because English is not your first language, please tell us and we will make reasonable adjustments.

7. Complaint Process

Stage 1 — Acknowledgement

We will acknowledge receipt of a complaint within five working days.

Stage 2 — Investigation

The complaint will be reviewed by an appropriate person as set out in section 8. This may include:

- Reviewing lesson records.
- Reviewing tutor reports.
- Speaking with tutors.
- Speaking with the complainant.
- Reviewing relevant communications.
- Reviewing platform activity where applicable.

Where additional time is required, we will explain the reason and provide an updated timeframe.

Stage 3 — Outcome

We aim to provide a written response within fifteen working days of acknowledging the complaint wherever reasonably possible. Our response may include:

- An explanation.
- An apology where appropriate.
- Corrective action.
- Service improvements.
- A partial or full refund where appropriate.
- A replacement tutor.
- Confirmation that no further action will be taken.

Our response will also tell you what to do if you remain dissatisfied, as set out in section 11.

8. Who Investigates a Complaint

Infinite Tutors is a small organisation and the Director is closely involved in the delivery of services. We recognise that this creates a risk that a complaint about the Director could otherwise be investigated by the person complained about, which would not be fair or credible.

Accordingly:

- Complaints about a tutor, the platform, scheduling, billing or general service quality are investigated by the Director.
- Complaints about the conduct or decisions of the Director personally will be referred to an independent third party for review. This will be a suitably qualified person who is independent of Infinite Tutors, such as an external education consultant, HR consultant or professional adviser. We will tell you who has been appointed and confirm they had no prior involvement in the matter.
- Complaints involving the safety or welfare of a child, including any allegation against the Director, are dealt with under section 9 and are referred externally rather than investigated internally.

Where a complaint concerns a matter in which the Director has a personal or commercial interest, including any partner or referral arrangement, that interest will be disclosed to you in writing at the outset.

9. Safeguarding Concerns

Complaints involving the safety or welfare of a child are not handled under this Complaints Policy. Such matters are managed immediately in accordance with the Infinite Tutors Safeguarding & Child Protection Policy, and safeguarding concerns take priority over the standard complaints procedure.

Where an allegation is made that a person working for Infinite Tutors has harmed a child, may have harmed a child, or may pose a risk of harm to children, the matter will be referred to the Local Authority Designated Officer (LADO) within one working day and will not be investigated internally in the first instance.

If you have an immediate concern about a child's safety, you should contact the police on 999 or your local authority children's social care team directly. You do not need to raise it with us first, and you may do so at any time regardless of any complaint you have made.

10. Data Protection Complaints

If your complaint concerns how we have collected, used, stored or shared personal data, it is handled under this section, in line with the requirements introduced by the Data (Use and Access) Act 2025.

You may make a data protection complaint by any reasonable means, including by email, letter or verbally. We will:

- Acknowledge your complaint within 30 days of receiving it.
- Take appropriate steps to investigate the substance of the complaint.
- Inform you of the outcome of that investigation without undue delay.

Data protection complaints should be sent to the data protection contact named in our Privacy Policy.

If you are dissatisfied with our response, you may complain to the Information Commissioner's Office (ico.org.uk, helpline 0303 123 1113). You are normally expected to raise the matter with us first.

11. If You Remain Dissatisfied

If you are not satisfied with the outcome of our internal process, the following routes are available depending on the nature of the complaint:

- Consumer complaints about our services: you may seek guidance from the Citizens Advice consumer service, or refer the matter to an alternative dispute resolution provider where one is available.
- Where tuition has been arranged, funded or commissioned by a local authority, school or academy: you may raise the matter through that organisation's own complaints procedure.
- Data protection complaints: the Information Commissioner's Office, as set out in section 10.
- Safeguarding concerns: the local authority children's social care team or the LADO, as set out in section 9.

Nothing in this policy affects your statutory rights or your right to take legal action.

12. Complaints Involving Tutors

Where a complaint concerns a tutor, Infinite Tutors may:

- Speak with the tutor.
- Review lesson records.
- Observe future lessons where appropriate.
- Provide additional guidance or training.
- Suspend tutoring during investigation where necessary.
- End the tutor's engagement where appropriate.

Where the complaint amounts to an allegation that a child has been harmed or placed at risk, section 9 applies and the matter is referred to the LADO before any internal investigation takes place.

13. Confidentiality

Complaint information will be shared only with those who need the information to investigate and resolve the matter. Records will be handled in accordance with our Privacy Policy and applicable data protection legislation.

Where an independent third party reviews a complaint under section 8, they will be bound by a written confidentiality agreement.

14. Vexatious or Abusive Complaints

Infinite Tutors is committed to treating complainants respectfully and expects the same standard of behaviour in return. We may refuse to continue correspondence where communication becomes:

- Abusive.
- Threatening.
- Harassing.
- Discriminatory.
- Repetitive without new evidence.

Where we decide to restrict contact, we will explain the decision in writing, set out how long the restriction will apply, and provide a route to challenge it. This will not affect our obligation to investigate legitimate concerns appropriately, and will never be applied to a safeguarding concern.

15. Record Keeping

We maintain records of complaints to:

- Monitor service quality.
- Identify recurring issues.
- Improve operational processes.
- Meet legal and regulatory obligations where applicable.

Complaint records are retained securely for six years in accordance with our data retention practices, other than records involving safeguarding, which follow the retention periods set out in the Safeguarding & Child Protection Policy.

We maintain a complaints log recording the date received, nature of the complaint, who investigated it, the outcome, and any action taken. This log is available for inspection by commissioning local authorities on request.

16. Continuous Improvement

Complaints provide valuable opportunities to improve our services. Where appropriate, lessons learned from complaints may result in:

- Tutor training.
- Policy updates.
- Operational improvements.
- Platform improvements.
- Changes to procedures.

17. Related Policies

This policy should be read alongside:

- Client Terms & Conditions
- Privacy Policy
- Safeguarding & Child Protection Policy
- Tutor Agreement

18. Policy Review

This policy will be reviewed annually or sooner where legislation, operational requirements or company procedures change. The latest approved version supersedes all previous versions.

Approved by:

Kaif-Aly Smith

Director

Infinite Tutors Ltd