



Pocket Maths Tutor  
Policy Title: Complaints Policy

Version: 1.0  
Last reviewed: January 2026  
Next review due: January 2027

## **Pocket Maths Tutor – Complaints Policy**

Pocket Maths Tutor is committed to providing a high-quality, professional service. We value feedback and take all concerns and complaints seriously.

We encourage early communication so that issues can often be resolved quickly and informally.

### **How to Raise a Complaint**

Complaints should be submitted in writing by email to: [hello@pocketmathstutor.co.uk](mailto:hello@pocketmathstutor.co.uk)

Please include:

- The student's name
- A clear description of the concern or complaint
- Any relevant dates, sessions, or supporting information

### **Informal Resolution**

Where appropriate, Pocket Maths Tutor will attempt to resolve concerns informally in the first instance through discussion and clarification.

### **Formal Complaints Process**

If the matter cannot be resolved informally, the complaint will be treated as a formal complaint.

Pocket Maths Tutor will:

- Acknowledge receipt within **five working days**
- Investigate the complaint fairly and proportionately
- Consider relevant information from all parties involved

### **Safeguarding-Related Complaints**

Where a complaint involves safeguarding concerns, Pocket Maths Tutor will follow its Safeguarding Policy and relevant safeguarding procedures. In such cases, safeguarding processes may take precedence over standard complaints timescales and procedures.

### **Outcome**

A written response will be provided, outlining:

- The findings

- Any actions taken (where appropriate)
- Any steps to prevent similar issues in the future

## **Escalation**

If a complaint cannot be resolved at this stage, it will be reviewed by the Director of Pocket Maths Tutor.

The Director's decision will normally be final, subject to any legal rights available to the complainant.

## **Record Keeping**

Complaints and outcomes are recorded securely and handled in accordance with our Privacy Policy and UK GDPR requirements.