



POCKET MATHS TUTOR

Complaints Policy

How concerns and complaints are handled

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Policy owner	Michael Thompson

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POCKET MATHS TUTOR

Pocket Maths Tutor aims to provide a clear, professional and reliable service. Feedback is welcomed, and concerns will be handled fairly, proportionately and without disadvantaging a student for raising an issue.

1. Scope

This policy applies to complaints about Full PMT Membership, live lessons, Pocket Support, one-to-one tuition, learning resources, recordings, payments, account access, conduct, communication and other PMT services. Safeguarding concerns may follow a different process and may need immediate external referral.

2. Who handles complaints

Pocket Maths Tutor is operated by Michael Thompson as a sole trader. Complaints are normally handled by Michael Thompson. Email: hello@pocketmathstutor.com. Postal address: 60 Charter Road, Axminster, Devon, EX13 5GR. As a sole-trader business, Michael Thompson is the final internal decision-maker. This does not affect legal, consumer, data-protection or safeguarding rights.

3. Informal concerns

Many issues can be resolved quickly through a clear explanation, correction or practical adjustment. Parents and guardians are encouraged to raise concerns as soon as possible, normally within three months of the event, although later concerns will be considered where there is a good reason for delay.

4. How to make a formal complaint

A formal complaint should be sent in writing to hello@pocketmathstutor.com or to the postal address above. Please include the parent/guardian name and contact details, student name, clear description, relevant dates or records, steps already taken and the outcome requested. Reasonable adjustments will be made for a complainant who cannot submit the complaint in writing.

5. Timescales

- Receipt of a formal complaint will normally be acknowledged within five working days.
- A full written response will normally be provided within twenty working days of acknowledgement.
- Where more time is needed, PMT will explain the reason and provide a revised response date.
- School holidays, safeguarding referrals, unavailable evidence or external investigations may affect the timescale.

6. Investigation process

The investigation will be proportionate and may include reviewing emails, Pocket Support messages, photographs/screenshots, documents, voice notes, payment records, lesson records, recordings, platform logs, policies and information provided by the parties involved.

- Relevant Pocket Support material may be preserved or exported where necessary to investigate the complaint accurately.
- Only information relevant to the complaint will be reviewed and shared.
- The student's welfare and privacy will be considered throughout.
- Where a complaint concerns a recording or support conversation, access may be restricted while the matter is reviewed.
- Where appropriate, PMT may seek confidential professional or legal advice.

7. Safeguarding-related complaints

Safeguarding action takes priority over the ordinary complaints process. A complaint may be paused, limited or referred to Children's Social Care, the local authority designated officer, police or another appropriate body. Where an allegation concerns Michael Thompson, the complainant should contact the appropriate external safeguarding authority directly rather than relying only on this internal process.

8. Complaint outcome

The written response will normally explain the issues considered, findings and reasons, whether the complaint is upheld/partly upheld/not upheld, any appropriate remedy or service adjustment, learning or preventive steps, and whether any further internal review is available.

9. Refunds and payment disputes

A complaint does not automatically create a right to a refund. Refunds are considered under the Terms and Conditions, the facts of the complaint and the customer's statutory rights.

10. Data-protection complaints

A data-protection complaint may be sent by email or post. PMT will handle it without undue delay and in line with current legal requirements. The complainant may also contact the Information Commissioner's Office; see the Privacy Policy.

11. If the complainant remains dissatisfied

Pocket Maths Tutor will explain the final internal position. The complainant may seek independent legal or consumer advice, use any statutory remedy available, or contact the relevant regulator or safeguarding body where the matter falls within its remit.

12. Unreasonable or abusive conduct

PMT may set reasonable communication boundaries where contact becomes abusive, threatening, discriminatory, excessively repetitive or prevents the service from operating. A genuine complaint will not be rejected merely because it is critical or persistent.

13. Confidentiality and records

Complaints are handled confidentially and information is shared only where necessary. Formal complaint records and outcomes are normally retained for six years after closure. Relevant Pocket Support messages, images, documents, voice notes and platform logs may be retained as part of the complaint record. Safeguarding records may be retained for longer under the Safeguarding and Privacy Policies.

14. No disadvantage for raising a complaint

A student will not be treated unfairly because a parent, guardian or student has raised a concern in good faith. This does not prevent appropriate action where behaviour or use of services breaches the Code of Conduct or Terms and Conditions.

15. Review

This policy is reviewed at least annually and sooner where complaints, service changes or legal requirements indicate that an update is needed.

Reference framework

- Consumer Rights Act 2015 and applicable distance-selling requirements.
- UK GDPR and Data Protection Act 2018 as amended, including Data (Use and Access) Act 2025 changes and ICO guidance.
- Department for Education safeguarding guidance for out-of-school settings.

Michael Thompson, Owner and Policy Lead

Signature: _____ Date: _____