Complaints Policy

Policy Overview

We value feedback and aim to resolve any dissatisfaction quickly and fairly. A complaint is defined as an expression of dissatisfaction regarding our service, staff, or tutors.

How to Raise a Complaint

Complaints can be submitted via:

- Email: juniorcubscholars@gmail.com
  Telephone: +44 7547 161699

Please include your name, the student's name, a description of the issue, and your desired outcome.

The Three-Stage Process

Most agencies follow these stages to ensure fairness:

Stage Process Timeline

Stage 1: Informal

Discussion with the tutor or a manager to find a quick resolution (e.g., an apology or explanation).

Response within 2–5 working days.

Stage 2: Formal

If unresolved, the complaint is formally investigated by a Senior Manager not involved in the initial issue.

Acknowledgement in 2 days; full response in 10–21 days.

Stage 3: Appeal

If still dissatisfied, the complainant can appeal to a Director or an independent panel for a final review.

Appeal request within 5 days; final decision in 10–20 days.

Safeguarding Allegations

Complaints involving child protection or harm bypass this procedure and are referred immediately to the Designated Safeguarding Lead (DSL) and the Local Authority Designated Officer (LADO).

Record Keeping and Confidentiality

All complaints are logged in a central register to identify service trends. Data is handled in accordance with GDPR and the Data Protection Act 2018.



External Escalation If a resolution cannot be reached internally, you may be able to contact:

- The Tutors' Association (if the agency is a member).
- Ofsted (only if the agency is on the Voluntary Childcare Register)