



Complaints Policy and Procedure

Parents and Carers

2025

Introduction

At Write-Trak we strive to provide high-quality tutoring services to support our students' educational goals. We value feedback from parents and carers and are committed to addressing any concerns or complaints promptly and effectively. The company strive to resolve all complaints at the earliest possible stage.

This policy outlines the procedure for raising and resolving complaints.

Write-Trak operates a 3 stage complaints procedure for parents and carers.

The aims of this policy are;

- To provide a clear, accessible process for parents and carers to raise concerns or complaints.
- To ensure complaints are handled in a timely, fair, and consistent manner.
- To improve our services based on feedback received from parents and carers.

Scope

- This policy applies to all parents and carers of students who are currently receiving tutoring services from Write-Trak.

Procedure

Stage 1. The Informal Stage

- **Step 1: Raise the Concern Informally**

Parents and carers are encouraged to first raise any concerns or issues informally with the tutor directly involved. These should be raised as soon as is practically possible. Many issues can be resolved quickly through direct communication. If this is not possible for what ever reason, such as perceived impartiality, the concern should be raised to step 2.

- **Step 2: Initial Meeting**

If the concern is not resolved, a meeting can be arranged with the Write-Trak manager to discuss the issue further. The goal is to resolve the matter amicably at this stage.

Stage 2. The Formal Stage

- **Step 3: Formal Complaint Submission**

If the issue remains unresolved, parents and carers can submit a formal complaint in writing to Write-Trak. The complaint can use our template document (see appendix 1) as a guide the complaint should include:

- A detailed description of the complaint
- Relevant details or evidence
- The desired outcome

- **Step 4: Acknowledgement**

The company will acknowledge receipt of the complaint in writing within 5 working days (during term times) and outline the next steps.

- **Step 5: Investigation**

Write-Trak will investigate the complaint. This may involve speaking with the complainant, the tutor, and any other relevant parties, as well as reviewing any related evidence such as documents, texts etc. The investigation will be thorough and impartial. This will be undertaken by senior staff members and directors.

- **Step 6: Response**

Write-Trak will provide a written response to the complainant within 10 working days (during term time) of the completion of the investigation of the complaint. This response will detail the findings of the investigation and any actions to be taken.

Stage 3. The Appeal Stage

- **Step 7: Appeal to Senior Management**

If the complainant is not satisfied with the outcome, they can appeal to the Write-Trak. This must be done in writing within 10 working days (during term times) of receiving the company's response.

The appeal should include:

- Reasons for the appeal
- Any additional information or evidence

- **Step 8: Review by Senior Management**

The Senior Management Team will review the complaint and the company's response. They may request additional information or meet with the complainant. A written response will be provided within 5 working days (during term time) of receiving the appeal.

External complaints investigation.

If the complaint or concerns is with regards the conduct of the company directors it will be dealt with by an external, independent complaints co-ordinator.

Paul Blacker
CPDG Limited
Lot 12, Manor Lane, Kent, DA3 8ND
Paul@cpdg.co.uk

Escalation to the local authority or ombudsman.

If the complaint is not dealt with to the satisfaction of the complainant it can be dealt with by the ombudsman association. <https://www.ombudsmanassociation.org/>, or the local relevant education authority.

Confidentiality

All communications and correspondences will be treated as confidential, held centrally, and will be viewed only by those involved in investigating the complaint. All records of complaints will be kept securely, and only for as long as necessary and in line with the UK's GDPR legislation.

Correspondences may include texts, social media correspondences, letters and emails, and any notes relating to meetings, either virtual or face to face, and all relevant phone calls.

Record keeping

Write-Trak will record the progress of all formal complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome including the action taken by Write-Trak as a result of those complaints.

The complainant will be informed of the outcome of any formal complaint within 10 working days of the conclusion of the formal stage.

Monitoring and Review

The company's Senior Management Team will review complaints annually to identify any patterns or areas for improvement. This policy will be reviewed every 2 years or in response to any changes in legislation or guidance.

Contact Information

For informal concerns, please contact your child's tutor directly.

For formal complaints, please address correspondence to the company at:

Write-Trak
21 Kent Road
Longfield
Kent
DA3 7QR

01474707479

Please Note

Timescales refer to working days, these are days when Write-Trak is open and staff and students are required to attend. If a formal complaint is received during an academic holiday period or when Write-Trak is otherwise closed, the complaint will be acknowledged in writing at the first practicable opportunity, and the complaint will be progressed in accordance with this policy within 5 working days from Write-Trak re-opening.

Annex 1- Template for Write-Trak formal complaints

This form can be used by parents or guardians of students being tutored by the company: Please complete this form to submit a formal written complaint. Once completed, please send it to anna.turner-bee@writetrak.co.uk or post it to: 21, Kent Road, Longfield, Kent. DA3 7QR.

Section 1: Complainant's Details

Name:

Relationship to Student:

Address:

Phone Number:

Email Address:

Preferred Method of Contact (Email/Phone/letter):

Section 2: Student's Details

Student's Name:

Student's Age:

Tutor's Name:

Section 3: Complaint Details

Date of Incident:

Location (if applicable):

Description of Complaint:

(Please provide as much detail as possible, including what happened, who was involved, and any relevant dates and times.)

Text here

Supporting Evidence:

Text here

(Please list and attach any supporting documents or evidence, such as emails, photographs, or reports.)

Text here

Section 4: Previous Attempts to Resolve

Have you previously discussed this complaint with the tutor or any other staff member?

Yes / No

If yes, please provide details:

(If you are able Include who you spoke with, when, and what the outcome was.)

Text here

Section 5: Your Desired Outcome

Please describe the outcome or resolution you are seeking:

Text here

Section 6: Declaration

I confirm that the information provided in this form is true and accurate to the best of my knowledge.

Name (Printed):

Signature:

Date:

Section 7: For Office Use Only

Date Received: Received By: Complaint Reference Number: Action Taken:
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Acknowledgement

Thank you for submitting your complaint. We will acknowledge receipt of your complaint within 5 working days (term time) and provide an outline of the next steps.

Contact Information

For any questions or further assistance, please contact:

Write-Trak
21 Kent Road
Longfield
Kent
DA3 7QR
anna.turner-bee@writetrak.co.uk

01474707479