



Complaints Policy

Complaints Procedure for First Class Education

1. Purpose and Scope

This procedure outlines the steps we follow to ensure that any complaints relating to our home tutoring services and school educational enrichment days are addressed promptly, fairly, and transparently. Our goal is to resolve concerns to the satisfaction of all parties while continuously improving our services.

2. What Constitutes a Complaint

A complaint may relate to any aspect of our services, including but not limited to scheduling issues, quality of instruction, safety concerns, communication, or administrative matters. Complaints can be submitted verbally or in writing.

3. How to Submit a Complaint

In Writing: Email your complaint to info@firstedu.co.uk, title the email :Complaint or send a written letter to:

Complaints at First Class Education, 60 Cherry Garden Road, Great Waltham, Essex, Cm3 1DJ.

Verbally: Call us on 07791495298 and ask to speak with our Complaints Officer.

Online: Use our designated online complaint form available on our website under “Complaints”

When submitting your complaint, please include:

Your name, contact details, and relationship to the service (e.g., parent, student, school administrator)

A clear description of your concern, including relevant dates, locations, and names of any staff involved

Any supporting documents or evidence

4. Acknowledgment of Receipt

Once we receive your complaint, we will acknowledge receipt within 3 working days. You will be provided with a reference number for tracking purposes, and we will outline the next steps in our process.

5. Investigation Process

Assignment: The complaint will be assigned to a designated Complaints Officer who is independent of the incident if possible.

Review: We will review all the details of the complaint, speak with relevant staff, and, if necessary, contact any other parties involved (with respect for confidentiality).

Timeline: We aim to complete our investigation within 10 working days. If more time is needed, we will inform you of the reason and provide an updated timeline.

6. Resolution and Response

After completing the investigation, we will:

Provide you with a written response explaining our findings and any actions taken or planned.

Outline any measures implemented to address the issue and prevent future occurrences.

If a mistake has been identified, we will apologize and work to make amends.

If you are satisfied with the resolution, the matter will be considered closed.

7. Escalation and Appeals

If you are not satisfied with our initial response, you may:

Request a review of your complaint by a senior member of management.

Submit your appeal in writing, referencing your original complaint and our response.

We will review your case and provide a final decision within 10 working days of receiving your appeal.

If you remain unsatisfied after this process, we will advise you on any relevant external bodies or ombudsman services that can offer further review.

8. Confidentiality and Data Protection

All information provided in a complaint will be treated confidentially and in accordance with applicable data protection legislation. We will only share details on a need-to-know basis, ensuring that your privacy is maintained throughout the process.

9. Record Keeping and Continuous Improvement

We will maintain a secure record of all complaints, the investigation process, and the outcomes.

Regular reviews will be conducted to identify trends and opportunities for service improvement.

Feedback from complaints will be used to update our policies and training to better serve our clients.

10. Contact Information

For any questions regarding this procedure or for additional support, please contact:
info@firstedu.co.uk – 07791495298

This procedure is effective as of 01/01/2025 and will be reviewed annually to ensure it remains current and effective. Your feedback is valuable to us, and we are committed to ensuring that every complaint is managed with care, respect, and a focus on continual improvement.