



Lighthouse | Complaints Procedure

1. Purpose and Scope

This policy outlines the procedure for raising, managing, and resolving complaints in a fair, transparent, and timely manner.

Lighthouse Tuition South-West is committed to providing a high-quality, professional service. We welcome feedback and recognise that concerns or complaints can provide valuable opportunities for improvement.

This policy applies to:

- Parents, carers, and students
- Tutors and staff
- Partner schools and organisations

2. Legal Framework

This policy is informed by:

- Children Act 1989 & 2004
- Education Act 2002
- Keeping Children Safe in Education (2025)
- Equality Act 2010

3. Principles

Lighthouse Tuition South-West will ensure that:

- All complaints are taken seriously and handled fairly
- Individuals are treated with respect throughout the process
- Complaints are resolved as quickly as possible
- No individual is disadvantaged for raising a concern in good faith

4. How to Raise a Complaint

Complaints should initially be directed to:

Sophie Hocking (Director & DSL)

Email: info@lighthousetuitionsouthwest.co.uk

If Sophie Hocking is unavailable, complaints may be submitted via the Lighthouse Tuition inbox and will be acknowledged by the administrative team.

Complaints can be made:

- In writing (email preferred)
- Verbally (which will be recorded in writing)

5. Complaints Procedure

Stage 1: Informal Resolution

Where possible, concerns should be raised informally in the first instance.

- The concern will be acknowledged within 5 working days
- A response or resolution will be provided within 10 working days

Many concerns can be resolved quickly through open communication at this stage.





Stage 2: Formal Complaint

If the issue is not resolved informally, a formal complaint can be submitted in writing.

- A written acknowledgement will be provided within 5 working days
- The complaint will be investigated, which may include:
 - Reviewing records and communication logs
 - Speaking with relevant tutors or staff
- A written outcome will be provided within 10 working days, where possible

Stage 3: Review / Appeal

If the complainant remains dissatisfied, they may request a review of the decision.

- A final review will be conducted by the Director
- A written response will be issued within 10 working days

This decision will be considered final within the organisation.

6. Escalation

If a complainant is not satisfied with the outcome, they may escalate the complaint to relevant external bodies, including:

- Local Authority (where services are commissioned)
- Ofsted (if applicable)
- Mediation services

Details of appropriate external bodies will be provided upon request.

7. Record Keeping and Confidentiality

All complaints will be:

- Recorded securely
- Managed in line with the GDPR and Data Protection Policy
- Treated confidentially, with information shared only where necessary

8. Policy Review

This policy will be reviewed annually or sooner if required.

Name of Tutor: _____

Signed by Tutor: _____

Date: _____

Signed on behalf of Lighthouse Tuition (South-West)

Director Name: _____

Signature: _____

Date: _____

