



Complaints Policy

1. Policy Statement

Flourish Futures UK is committed to providing a high-quality tutoring service. Complaints are taken seriously and handled promptly, fairly, and professionally.

2. Informal Resolution

Where possible, concerns should first be raised informally with the tutor so that issues can be resolved quickly and amicably.

3. Formal Complaints Procedure

If a concern cannot be resolved informally, parents/carers may submit a formal complaint in writing via email to flourishfuturesuk@yahoo.com.

4. Acknowledgement and Timescales

All formal complaints will be acknowledged within 5 working days. An investigation will be carried out, and a written response will be provided within 15 working days where possible.

5. Outcome and Action

The written response will outline findings and any actions taken to address the complaint, including service improvements where appropriate.

6. Escalation

If a complaint cannot be resolved, families may seek independent advice or refer the matter to an appropriate external body.

7. Record Keeping

A record of complaints and outcomes will be kept securely for monitoring and quality assurance purposes.

8. Policy Review

This policy will be reviewed annually or sooner if required.

Signed:

Cathy Robinson

Director – Flourish Futures UK

Date: _____