

The Complaints procedure for the Community Schools.

Reviewed 10th February 2025 by Claire Meadows-Smith - Principal

Stage One

Informal Process

If you have a concern that can be dealt with informally you should discuss this first on a confidential basis with your child's tutor or Claire Meadows-Smith (In-Person tutoring) Wendy Meadows-Smith (Online tutoring). They will work with you to clarify the issue, investigate it if necessary and from there to resolve the issue that you have raised and take action where appropriate to correct the issue that you have identified.

Stage Two

Formal Process

If you are not satisfied with the response from the informal stage or if you have a concern which is too serious to be raised at an informal level, you should raise your concern in writing to

Claire Meadows-Smith
(Principal of the Community Schools)
The Enterprise Centre
PO Box 656
Bury St Edmunds
IP30 9WR

who will meet with you to discuss your complaint and following this, carry out an investigation into the issues that you have raised if this is applicable.



Claire Meadows-Smith will meet with you again if this is necessary and write back to you to confirm the outcome of the formal complaint process. This will be within 28 days of the first meeting with you.

Documentation

An agreed written record will be taken of the main discussions, any decision taken and /or agreed action(s) for all complaints within the formal stages, All of the parties present at the meeting should sign the record and receive a copy of it. The Community Schools will maintain a copy of this confidentially and in line with all Data Protection Act requirements.

This confidential record of formal complaints will be made available for any future reviews or inspections.

Stage Three

The Community Schools are a corporate member of the Tutors' Association which is the professional membership body for tutoring and the wider supplementary education sector in the UK and is recognised as such by the UK Government.

membership number CO 306

If the issue continues to be unresolved a complaint can be made to the Tutor's Association

Next Review Date Sept 2025