



RSP Tutors

Dispute Policy & Complaints Procedure

1. Purpose of This Policy

RSP Tutors is committed to delivering a high-quality, professional tutoring service. This policy explains how parents, students, tutors, and partner organisations can raise concerns, how complaints will be handled, and what steps are available if a dispute cannot be resolved informally.

2. Scope

This policy applies to:

- Parents and guardians using RSP Tutors services
- Students receiving tuition
- Tutors working on behalf of RSP Tutors
- Schools or organisations contracting RSP Tutors

It covers concerns relating to:

- Tuition quality
- Tutor conduct
- Administrative or billing issues
- Safeguarding concerns
- Breaches of Terms & Conditions

3. Principles

RSP Tutors commits to:

- Handling all complaints **fairly, promptly, and confidentially**
- Ensuring no person is disadvantaged for raising a concern
- Providing clear communication throughout the process
- Keeping written records of all formal complaints
- Complying with UK consumer protection law

4. Informal Resolution (Stage 1)

Most concerns can be resolved quickly and informally.

Parents or students should contact RSP Tutors directly via: **Email:**
robsadlerpenn@rsptutors.co.site

RSP Tutors will:

- Acknowledge the concern within **3 working days**
- Aim to resolve the issue within **7 working days**
- Offer a replacement tutor, additional support, or clarification where appropriate

If the issue cannot be resolved informally, it may proceed to a formal complaint.

5. Formal Complaints Procedure (Stage 2)

Step 1 – Submit a Formal Complaint

A formal complaint must be submitted in writing to the Founder / Designated Complaints Lead:

Rob Sadler Penn

Founder, RSP Tutors

Email: **robsadlerpenn@rsptutors.co.site**

The complaint should include:

- Your name and contact details
- The student's name (if applicable)
- A clear description of the issue
- Dates, times, and any relevant evidence
- The outcome you are seeking

Step 2 – Acknowledgement

RSP Tutors will acknowledge the complaint within **5 working days**.

Step 3 – Investigation

RSP Tutors will:

- Review all relevant information
- Speak with the tutor or parties involved
- Consider any safeguarding or contractual implications

Investigations will normally be completed within **14 working days**.

Step 4 – Outcome

You will receive a written response outlining:

- Findings of the investigation
- Any actions taken
- Any remedies offered
- Next steps if you remain dissatisfied

Possible outcomes include:

- Tutor reassignment
- Refund or credit (where appropriate under the Consumer Rights Act 2015)
- Additional support or intervention
- Termination of services

6. Escalation (Stage 3) – Independent Review / ADR

If you are not satisfied with the outcome, you may request an **independent review**.

RSP Tutors will:

- Provide details of an **Alternative Dispute Resolution (ADR)** body
- Cooperate fully with any ADR process

Use of ADR is voluntary for both parties, but RSP Tutors will consider ADR in good faith in line with the **ADR Regulations 2015**.

7. Safeguarding Concerns

Any complaint involving **child safety, welfare, or safeguarding** will be treated as a priority and handled in accordance with the RSP Tutors Safeguarding Policy.

Where necessary, RSP Tutors may:

- Suspend tuition immediately
- Contact external agencies (e.g., LADO, police, social care)
- Take urgent protective action

Safeguarding concerns cannot be resolved informally.

8. Tutor Complaints Against Students or Parents

Tutors may also raise concerns regarding:

- Behaviour
- Non-payment
- Breaches of policy
- Safeguarding issues

These will be handled using the same process, with confidentiality maintained for all parties.

9. Record Keeping

RSP Tutors will:

- Keep written records of all formal complaints for **a minimum of 3 years**
- Store information securely in compliance with **GDPR**
- Use complaint data to improve service quality

10. Policy Review

This policy is reviewed annually or sooner if required by changes in law or best practice. Updated versions will be shared with all families and tutors.