



FYLDE AP & EDUCATION SERVICES LTD

Complaints Policy

How to raise a concern or complaint, and how we will respond

Document title	Complaints Policy
Organisation	Fylde AP & Education Services Ltd (Company No. 15495677)
Registered office	10a Tithebarn Street, Poulton-le-Fylde, FY6 7BX
Complaints Officer	Rachel Swarbrick, Director — rachel@fyldeap.co.uk
Last reviewed	30 June 2026
Next review	30 June 2027 (annually, or sooner if required by legislation or service changes)
Related documents	Safeguarding and Child Protection Policy; Privacy Policy

1 Purpose of the policy

At Fylde AP & Education Services Ltd we are committed to providing **high-quality tuition services** and maintaining strong, respectful relationships with pupils, parents, guardians and schools. We **take complaints seriously** and view them as an opportunity to reflect, improve, and ensure that concerns are addressed **promptly and fairly**.

2 Scope of the policy

This policy applies to complaints from:

- Parents or guardians
- Pupils (with support from adults as needed)
- Tutors or staff
- Schools or local authority representatives

This policy covers concerns about:

- The quality of teaching or resources
- Professional conduct of tutors or staff
- Communication or administrative issues
- Health, safety or safeguarding concerns

Any safeguarding concerns will be **immediately referred** to our **Designated Safeguarding Lead** and/or **Deputy DSL** and handled in line with our **Safeguarding Policy**.

3 Guiding principles

- **Respect and fairness:** all complaints will be handled respectfully, without prejudice.
- **Confidentiality:** complaints will be kept confidential, shared only with those involved in investigating or resolving the matter.
- **Timeliness:** we aim to resolve all complaints as quickly as possible, usually **within 10 working days**.

4 Stages of the complaints process

4.1 Stage 1 — Informal resolution

We encourage you to raise concerns **informally** with the tutor or staff member involved, or by contacting us directly:

- rachel@fyldeap.co.uk

We will aim to resolve the issue **promptly** and may offer a phone call or meeting to discuss.

4.2 Stage 2 — Formal complaint

If the concern is not resolved, a **formal complaint** can be submitted **in writing** to our Director, **Rachel Swarbrick**.

Please include:

- Your **name and contact information**
- The **nature of the complaint**
- Any **relevant dates or people** involved
- The **outcome you are seeking** (if known)

We will:

1. **Acknowledge receipt within 3 working days**
2. **Investigate** the complaint (this may involve speaking to those involved)
3. **Provide a written response within 10 working days**

4.3 Stage 3 — Appeal

If you remain dissatisfied, you can **appeal** the outcome. Appeals should be made **in writing within 7 working days** of the Stage 2 response.

Your complaint will be reviewed by a **senior member of staff not previously involved**. A **final decision** will be sent **within 10 working days**.

5 Safeguarding concerns

Any complaint that includes a **safeguarding allegation or risk to a child** will be **referred immediately** to the **Designated Safeguarding Lead (DSL)** and, where appropriate, the **Local Authority Designated Officer (LADO)**.

6 Record keeping

All complaints, whether informal or formal, will be recorded and reviewed to help us improve our service. Records will be **securely stored** in line with our **Privacy Policy**.

7 Policy review

This policy will be **reviewed annually**, or sooner if required by legislation or service changes.

Signed: Rachel Swarbrick

Position: Company Director

Date: 30 June 2026