

SPARK ACADEMY

COMPLIMENTS AND COMPLAINTS POLICY

Purpose

Spark Academy Tutoring is committed to providing a high-quality, professional, and supportive tuition service for all our pupils, parents, carers, and partner schools. We actively encourage open communication and welcome both positive and constructive feedback to help us continually improve the services we provide.

This policy outlines how compliments and complaints can be made, how they are handled, and what clients can expect from our process.

Scope

This policy applies to all individuals and organisations engaging with Spark Academy Tutoring, including:

- Parents, carers, and guardians of pupils
- Partner schools, local authorities, and commissioners
- Pupils receiving tuition services
- Members of the public with an interest in our services

Compliments and Positive Feedback

At Spark Academy, we value and celebrate positive feedback. We encourage pupils, parents, and schools to share compliments or success stories about our tutors and the service we provide.

Positive feedback helps us recognise the dedication and professionalism of our tutors, and we make every effort to share these compliments directly with them. Where appropriate, we may also share feedback on our website or social media to highlight good practice and celebrate learner success.

Raising a Concern or Complaint

We understand that sometimes things may not go as expected. If you have a concern or complaint, we encourage you to raise it as soon as possible so that we can work together to resolve it fairly and efficiently.

Stage 1 – Informal Resolution

- In the first instance, please contact Spark Academy Tutoring by email or telephone to discuss your concern.

Email: contact@sparkacademytutoring.com

Telephone: 0330 043 2488

- Many issues can be resolved quickly and informally through clear communication.
- We aim to respond to informal concerns within 10 working days.

Stage 2 – Formal Complaint

If you are not satisfied with the outcome of the informal stage, you may submit a formal complaint to the Director of Spark Academy Tutoring. Formal complaints should be submitted in writing using our Formal Complaint Form, which can be requested by emailing contact@sparkacademytutoring.com

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- Your name and contact details
- Details of the complaint, including relevant dates, the tutor's name (where applicable), and any supporting information
- The outcome or resolution you are seeking

We will acknowledge receipt of a formal complaint within 10 working days and aim to provide a written response within 30 working days wherever possible. Where additional time is required, for example to obtain further information or complete an investigation, the complainant will be informed of the reason and the expected timescale.

Safeguarding Concerns

Where a complaint raises a safeguarding or child protection concern, or includes an allegation about the conduct of an adult working with a child, the matter will be managed immediately in accordance with Spark Academy Tutoring's Safeguarding Policy and, where appropriate, referred to the relevant statutory safeguarding agencies. Safeguarding concerns will not be delayed while the complaints procedure is completed.

5. Refunds and Credit Policy

Refunds and credits will be managed in accordance with Spark Academy Tutoring's Terms and Conditions. Where lessons are postponed, cancelled with appropriate notice, or a credit is otherwise agreed, the credit will remain on the client's account for up to three months from the date of issue. After this period, the credit will expire and unused balances will not normally be carried forward.

6. Handling and Record Keeping

- All compliments and complaints will be logged confidentially and reviewed by the Spark Academy Director.
- Records of complaints, investigations, correspondence, actions taken and outcomes will be retained securely in accordance with applicable data protection requirements and Spark Academy Tutoring's record-retention arrangements.
- Information will be handled in line with Data Protection (GDPR) principles.
- We will use feedback to review our procedures and identify opportunities for service improvement.



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7. Our Commitment

At Spark Academy Tutoring, we aim to:

- Respond to all communication promptly, politely, and fairly
- Resolve concerns in a professional and transparent manner
 - Treat all individuals with respect
- Use feedback—both positive and negative—as an opportunity for growth and reflection

We are proud of the professionalism of our tutors and the high standards of education we provide, and we strive to ensure that every learner and client feels valued and supported.

If you are not satisfied with the outcome of your complaint after it has been reviewed through Spark Academy Tutoring's internal complaints procedure, you may escalate the matter to your local council where the tuition has been commissioned and funded by the council.

If tuition has been commissioned and funded by a local authority, and you remain dissatisfied after completing both Spark Academy Tutoring's internal complaints procedure and the local authority's complaints process, you may refer your complaint to the:

Local Government and Social Care Ombudsman (LGSCO)

The Ombudsman is an independent body that investigates complaints about councils and certain education services.

You can contact the Ombudsman using the details below:

- Website: <https://www.lgo.org.uk>
- Telephone: 0300 061 0614
- Address:
- Local Government and Social Care Ombudsman
- PO Box 4771
- Coventry
- CV4 0EH

Please note:

The Ombudsman will usually expect you to have completed both the provider's and the local authority's complaints procedures before investigating.

Complaints should normally be made within 12 months of becoming aware of the issue.

8. Review

This policy will be reviewed annually or sooner if there are changes to legislation, feedback procedures, or company practice.

Reviewed by: Becky Kowalski

Position: Director, Spark Academy Tutoring

Review Date: August 2026

Next Review Date: August 2027