

# 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.
- 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 in writing to the Spark Academy Director via email. We have a formal complaint form which will need to be completed- please email us for the complaint form :

- Your name and contact details
- Details of the issue (including dates, tutor name, and any relevant context)
- What outcome you are seeking

We will acknowledge receipt of your complaint within 10 working days and aim to provide a written response within 30 working days wherever possible. If additional time is required (for example, if further information or investigation is needed), you will be informed of the expected timescale.

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### 5. Refunds and Credit Policy

As a small business, Spark Academy Tutoring does not offer refunds for tuition sessions once payment has been received.

However, where lessons are postponed, cancelled with appropriate notice, or where a credit is otherwise agreed, the credit will remain on the client's account for up to 3 months from the date of issue.

After this period, the credit will expire automatically, and unused balances will not be refunded or carried forward.

### 6. Handling and Record Keeping

- All compliments and complaints will be logged confidentially and reviewed by the Spark Academy Director.
  - 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.

### 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.*

### 8. Review

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

Approved by: Becky Ingram

Position: Director

February 2026

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