

# Poppy's Tutoring Company

## Complaints & Appeal Process

### Step 1: How to Raise a Concern

You can contact us in whichever way feels easiest:

- **Email:** [poppy@poppystutoringcompany.co.uk](mailto:poppy@poppystutoringcompany.co.uk)  
(Head Safeguard Lead — all concerns are handled with discretion and care)
- **Business Mobile:** 07794 644256
- **Online Form:** Available on our website under **Contact Us**

When raising a concern, please include your name, the nature of the concern, and any relevant details (e.g. session date, tutor name).

### Step 2: What Happens Next

We will acknowledge your concern within **3 working days**

- Your message will be reviewed by a senior member of our team — usually the Head Safeguard Lead or Operations Manager.
- We may reach out for further information or clarification to ensure we fully understand the issue.

### Step 3: What to Expect

- We aim to resolve most concerns within **5 working days** of acknowledgement.
- You will receive a clear response outlining any actions taken, adjustments made, or next steps.
- If you are not satisfied with the outcome, you can request an **appeal** which will be reviewed by a different senior team member.
- All feedback is treated with respect, discretion, and a genuine desire to improve.

### Our Commitment:

We see every concern as an opportunity to grow, learn, and strengthen our service. Whether it's a small misunderstanding or a bigger issue, we promise to respond with care, clarity, and kindness.