

Complaints
APPLA tuition are committed to delivering a high standard service where safeguarding and promoting the welfare of children and young people who access our tutoring is paramount in all the work we do and all the decisions we take. Our service is geared towards boosting confidence and boosting grades and we aim to conduct ourselves ethically and with honesty and integrity. We do, however, recognise that there may be occasions when we do not get this right. If you are dissatisfied with any element of our service or worried about malpractice or maladministration, please get in touch with us.

**How to make a complaint about APPLA Tuition**

Contact the Managing Director, Anthony Lloyd, in writing at office@appla.co.uk

Please provide us with as much detail as you can to help us investigate your complaint:

* say what the problem is.
* say what you want to happen.
* provide information on any relevant communication with us on the subject, including the times and dates of any conversations.

**How we treat your complaints**

When we receive a complaint, we immediately refer it to a member of the management team who will then carry out an investigation. Formal complaints will be dealt with in a sensitive, impartial, and confidential manner.

 We aim to write to you within 15 working days with the outcome of our investigation. If it is not possible for us to fully respond to you within this time, we will let you know and tell you what we are doing to deal with your complaint, when you can expect the full reply and from whom.

We will always acknowledge where things could have been done better and tell you what we will do to avoid the same thing happening again. Equally, if we don’t agree with your complaint, we will let you know why.

The full reply to your complaint will include details of who to contact next if you think we haven’t dealt with it properly. This will be an appropriate member of the management team. Every effort will be made to resolve your complaint but if you remain dissatisfied you can submit your complaint to the Head of Education at Warrington Borough council.

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