

Complaints Policy and Procedure

Examinations Centre

Centre	Excel Tutors (Centre 10488)
Address	161-163 Commercial Road, London, E1 2DA
Policy owner	Head of Centre
Operational lead	Exams Officer
Last reviewed	July 2026
Review cycle	Annually, on publication of updated JCQ regulations and guidance

This policy is aligned with:

- JCQ General Regulations for Approved Centres 2025-2026
- JCQ Suspected Malpractice: Policies and Procedures 2025-2026

Reviewed annually on the publication of updated JCQ regulations and guidance (General Regulations for Approved Centres, Instructions for Conducting Examinations, and related documents).

COMPLAINTS
POLICY

TABLE OF CONTENTS

Introduction 4

What we mean by Complaint 4

Expectations 4

Advice 5

Complaint against a member of staff 6

Complaint Procedure 7

Stage 1. Informal 7

[Stage 2: Complaint 7](#)

[Stage 3: Final complaint stage 8](#)

EXCEL TUTORS

Complaints Policy and Procedure

Date Published: 11 September 2021

Complaints Procedure and Procedure

Introduction

This document explains how the centre aspires to handle complaints and ensure that all are treated in a fair manner without discrimination and that there is a window of opportunity to seek redress of any concerns a learner may have in relation to their studies at the centre.

What we mean by Complaint

Within the centre provision of tuition support and management of our education services, a complaint is an expression of dissatisfaction or concern which may be about an event that has happened, failed to happen or the way in which something was handled.

Our principle is to endeavour to make it possible that the vast majority of concerns are resolved informally. It is therefore in everyone's best interests that complaints are resolved at the earliest possible stage. This can usually be achieved through discussion and good communication. However, if you are not satisfied with the outcome, a formal procedure (as outlined in this policy) would then need to be followed when attempts to resolve the issue are unsuccessful.

For complaints to be investigated fully you need to give full information and not make them anonymously.

Expectations

- There are set response times for each stage of the complaints procedure.
- A complaint register should be maintained for formal complaints (see below).
- Conversations and correspondence should be handled with discretion, but you need to be aware that some information may have to be shared with others involved in the complaint procedure.
- Raising a concern or making a complaint should not affect the relationship between the centre and you or your child.
- When investigating your complaint the centre should talk to your child, witnesses and others involved quickly.
- The centre and the directors have a duty to act properly and investigate complaints impartially. Once investigations are complete the person making the complaint should receive a written response from the centre within 20 centre days.

Advice

- Many concerns can be resolved quickly with goodwill, often by making early contact with the class teacher.
- You can seek support from independent bodies such as Citizens Advice (<https://www.citizensadvice.org.uk/>), community relations centres and Advisory Centre for Education (<http://www.ace-ed.org.uk/>) etc.

As the centre is very busy, kindly make an appointment for discussion through the centre office. It helps to outline the purpose and how long you think you may need with the staff member/head of centre. Cover all the relevant points, but be as brief as you can. Avoid writing long letters or emails.

- Sometimes it helps to take a friend with you. You may forget something if you are doing all the talking, they can do the listening for you and record main points and agreed action.
- Try to keep calm! Avoid confrontation, it will cloud the issue.
- Remember to ask “what happens next?”

Complaint against a member of staff

- The complaint procedure is distinct from any formal disciplinary proceedings for staff. If a complaint did result in a disciplinary procedure, then the complaint would be put on hold and you should be advised of the delay and updated every three weeks.
- If a complaint is made against a member of staff or director they will be informed and have the opportunity to respond.

A complaints panel will be formed as described below:

- Parents, carers or pupils who wish to pursue a complaint regarding a centre issue can refer the complaint to a review committee of directors, two tutors and two parents, known as a complaints panel. This should be formed from at least three people who have had no prior involvement with the complaint.
- The head of centre should not be a member of the panel.
- Directors should be mindful of equality issues when looking at the composition of a complaints panel.
- The panel review hearing is the last centre based stage of the complaints process.

Complaint Procedure

Stage 1. Informal

Your expression of concern should be made to the centre at the earliest opportunity.

First talk to the teacher most closely concerned to clarify the facts and resolve through discussion. A request for discussion with the head of centre or senior staff member may also be desirable before making a formal complaint.

Stage 2: Complaint

If you are not satisfied with the outcome at Stage 1 you may wish to make a formal complaint. This should be done in writing to the head of centre. Your complaint should be acknowledged within three centre days.

The investigation should be carried out and the outcome communicated to you within 20 centre days. The written response should include a full explanation of the decision and the reasons for it (if additional time is required to formulate a response this should be explained to you). Where appropriate the response should include what action the centre will take to resolve it.

The head of centre may delegate the task of collating the information to another member of staff but not the decision on the action to be taken.

Once a decision has been reached, the head of centre should ensure that you are clear about the action taken and what to do if you remain dissatisfied (see below).

When the head of centre receives your written complaint, they may decide to refer the matter immediately to the complaint panel.

If the complaint is about the head of centre, the matter should be referred to the Chair of the Board of Directors of the centre.

If the complaint is about the chair of the Board or any individual director, the matter should be referred to the Clerk of the Board.

Stage 3: Final complaint stage

If all attempts to resolve the complaint have been unsuccessful, you may refer your complaint to OFSTED who would give advice on the final stage of the complaint.

Please seek information on contacting OFSTED from the front desk at the centre.