



First Coding Ltd - Complaints Policy

Purpose

The purpose of this Complaints Procedure Policy is to ensure that any complaints about First Coding are handled professionally, fairly, and promptly. We are committed to improving our services and addressing any concerns our clients may have.

Scope

This policy applies to all complaints received from clients, contractors, or any third parties involved in our tutoring services, both in-person and online. It covers all areas of service, including tutoring quality, communication, billing, and any other aspect of client interaction.

Definitions

A complaint is defined as any expression of dissatisfaction or concern regarding the service provided by First Coding, whether verbal or written. Complaints can relate to the following:

- Quality of tutoring or instructional methods
 - Issues with scheduling or availability
 - Communication or conduct of staff or tutors
 - Billing, fees, or payments
 - Data protection and privacy concerns
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How to Make a Complaint

Complaints can be made in the following ways:

- **Email:** Send a detailed message outlining the complaint to [Insert Email Address].
 - **Phone:** Call our customer service number at [Insert Phone Number] to lodge a complaint verbally.
 - **In-Person:** For in-person clients, complaints can be discussed directly with the tutor or staff and followed up with a formal process.
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Complaint Handling Process

Upon receiving a complaint, we will follow the process outlined below:

Acknowledgment

- We will acknowledge receipt of the complaint within 2 business days of receiving it.
- The acknowledgment will include the name and contact information of the person handling the complaint and a reference number for tracking.

Investigation

- The complaint will be thoroughly investigated by a designated member of the team.
- We may contact the complainant for further information or clarification if necessary.
- Depending on the complexity of the issue, investigations may take up to 10 business days.

Response

- Once the investigation is complete, we will provide a written response to the complainant, summarizing our findings and the actions we propose to take.
- This response will be sent within 14 business days of the original complaint.

Resolution

Where possible, we aim to resolve complaints within 14 business days.

Possible resolutions include:

- An apology and explanation of the issue.
 - Offering corrective measures, such as a refund, free session, or alternative tutor.
 - Amending procedures or practices based on feedback from the complaint.
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Confidentiality

All complaints will be treated in strict confidence. Information will only be shared with those directly involved in investigating and resolving the complaint. We are committed to ensuring that no individual is disadvantaged for raising a concern or complaint.

Recording and Monitoring

We will maintain a record of all complaints, including:

- The nature of the complaint.
- The dates it was received, acknowledged, and resolved.
- Actions taken to address the issue.

Continuous Improvement

We view complaints as an opportunity to improve our services. All feedback received through complaints will be used to review and, where necessary, revise our policies, procedures, and training practices.

First Coding Ltd is committed to reviewing our policy and good practice annually.

This policy was last reviewed on: 10/10/24

Signed: J Whitworth

Date: 10/10/24