

Social media policy:

We value the privacy and safety of our students, families, and staff.

- Photos, videos, or testimonials featuring students will only be shared on our website or social media platforms with prior written consent from a parent or guardian.
- Parents and students are welcome to share their learning experiences online. We kindly ask that any posts or comments remain respectful and do not disclose confidential information about tutors, students, or other families.
- Tutors will maintain professional boundaries and will not connect with current students through personal social media accounts.
- Communication regarding tutoring sessions, scheduling, and student progress should take place through our approved communication channels rather than social media messaging.
- Any content shared by our company is intended for educational and informational purposes. Reproduction or redistribution of our original teaching materials without prior written permission is prohibited.
- We reserve the right to remove or request the removal of content that misrepresents our services, infringes on privacy, or is defamatory.

By engaging with our social media platforms, you acknowledge and agree to this policy.

Complaints procedure:

We are committed to providing a high standard of tutoring as well as customer service.

If you are dissatisfied with any aspect of our services, we encourage you to let us know so we can address your concerns promptly and fairly.

Step 1 – Raise Your Concern: Please contact us as soon as possible by email or phone, providing details of your concern, including the date, tutor (if applicable), and any relevant information. We aim to acknowledge your complaint within 2 business days.

Step 2 – Investigation: We will review the matter thoroughly, which may include

speaking with the tutor and reviewing any relevant records. We are committed to handling all complaints confidentially and impartially.

Step 3 – Resolution: We aim to provide a written response and proposed resolution within 5 business days of receiving the complaint. If additional time is required due to the complexity of the matter, we will keep you informed of the progress and expected period.

Possible Outcomes (depending on the nature of the complaint), outcomes may include:

- An explanation or clarification.
- An apology where appropriate.
- A review or improvement of our policies or procedures.
- A replacement tutor, where suitable.
- A partial refund or account credit, where deemed appropriate and in accordance with our Refund Policy.

We encourage respectful communication throughout the complaints process. Any abusive, threatening, or discriminatory behaviour towards our tutors will not be tolerated and may result in the termination of tutoring services.

We value all feedback and view complaints as an opportunity to improve our services and ensure the best possible experience for our students and families.