



THE ELITE SCHOOL
LEARN * ACHIEVE * INSPIRE

Complaints Policy

THE ELITE SCHOOL

Effective from 12 October 2026

Address	123 High Street, Bordesley Green, Birmingham, B12 0JU
Website	https://theeliteschool.co.uk/
Email	info@theeliteschool.co.uk
Telephone	0121 231 0011
Policy owner	Centre Manager or designated Complaints Lead

Our commitment. We aim to resolve concerns fairly, promptly and respectfully, learn from mistakes and provide a clear review route. Raising a genuine complaint will not disadvantage a student or affect the standard of tuition they receive.

This policy applies at the Birmingham centre and to online tuition across the UK

1 Purpose and scope

This policy explains how students, parents, guardians, prospective customers and other service users can raise concerns about The Elite School and how those concerns will be considered. It applies to tuition, assessments, enrolment, communication, fees, administration, facilities, staff and tutor conduct, online tuition and related services.

Employees and workers raising workplace concerns should normally use the relevant internal employment or whistleblowing procedure. Safeguarding concerns, data-protection complaints and allegations about staff may require additional or different action as explained below.

2 Our complaints principles

- Complaints will be handled impartially, respectfully and without avoidable delay.
- We will listen to the complainant, give relevant people a fair opportunity to respond and base decisions on available evidence.
- We will protect confidentiality so far as reasonably possible, while sharing information with people who need it to investigate, safeguard or comply with the law.
- We will make reasonable adjustments and offer accessible ways to complain.
- No student will be treated less favourably because they or their representative raised a genuine concern in good faith.
- We will identify practical remedies and use complaint outcomes to improve our services.

3 What counts as a complaint

A complaint is an expression of dissatisfaction about an act, omission, decision, standard of service or conduct for which a response or remedy is sought. It does not need to use the word complaint.

A routine request, question, rescheduling enquiry or first report of a minor service issue may be handled as an informal concern. If the person remains dissatisfied, asks for the matter to be treated formally, or the issue is serious, it will enter the formal procedure.

A request for a refund or cancellation will also be considered under the Cancellation and Refund Policy and Tuition Terms and Conditions. Using this complaints procedure does not create an entitlement beyond those terms or the complainant's statutory rights.

4 Who may complain

A current, former or prospective student may complain. A parent or guardian may complain for a child. An adult student will normally be treated as the complainant and their consent may be needed before we discuss personal information with a parent or representative.

A representative may act for a complainant where authority is clear. We may ask for written consent or other evidence of authority before disclosing information. A child may speak to any trusted member of staff and will be supported to explain their concern in a way appropriate to their age and understanding.

5 How to raise a complaint

Complaints may be sent by email to info@theeliteschool.co.uk, posted to the correspondence address at 123 High Street, Bordesley Green, Birmingham, B12 0JU, or raised by telephone on 0121 231 0011. A verbal complaint will be recorded and checked with the complainant where accuracy is important.

Please state the student's name, the service or lesson concerned, what happened, relevant dates, who was involved, any supporting evidence, previous steps taken and the outcome sought. Do not send original documents unless requested.

Complaints should normally be made within three months of the event or of the complainant becoming aware of it. We may consider a later complaint where there is a good reason for delay and the matter can still be investigated fairly.

6 Informal resolution

Where suitable, the Centre Manager, tutor or administrator may try to resolve a concern promptly through clarification, correction, apology, rearrangement or another practical step. The complainant does not have to attempt informal resolution before making a formal complaint.

Serious concerns, repeated service failure, disputed facts, allegations about conduct, safeguarding issues and matters requiring a refund decision should be passed promptly to the appropriate formal or specialist process.

7 Stage 1 formal complaint

The Centre Manager or designated Complaints Lead will record the complaint, check whether immediate protective action is needed and identify a person with sufficient independence and authority to investigate.

We will normally acknowledge a formal complaint within three working days. The acknowledgement will confirm the issues understood, the person handling the matter, any information needed and the expected response date.

We aim to provide a written Stage 1 response within ten working days after receiving the complaint. The response will summarise the issues, enquiries made, findings, outcome, any remedy or improvement action, and how to request a Stage 2 review.

The investigator may review attendance, lesson, payment or communication records and speak to relevant people. A complaint will be decided on the balance of probabilities, having regard to the quality and reliability of the available evidence.

8 Stage 2 review

If the complainant remains dissatisfied, they may request a Stage 2 review within ten working days of the Stage 1 response. The request should explain why the outcome or process is disputed and identify any relevant evidence not previously considered.

The review will be conducted by a director or proprietor who was not previously involved, where reasonably possible. The reviewer may confirm, vary or overturn the Stage 1 outcome; request further enquiries; or propose a different remedy.

We aim to issue the final written response within fifteen working days of receiving a valid review request. It will explain the review, final decision, reasons and any further action. This completes the centre's internal complaints procedure.

Stage	Action	Target timescale
Informal	Raise the issue with the relevant tutor or centre team where appropriate.	As soon as reasonably possible
Stage 1 acknowledgement	We log the complaint, confirm scope and appoint a handler.	Within 3 working days
Stage 1 response	Investigation, findings, decision and remedy.	Within 10 working days of receipt
Stage 2 request	Complainant explains the grounds for review.	Within 10 working days of Stage 1 response

Stage 2 final response	Independent director or proprietor review where reasonably possible.	Within 15 working days of valid request
------------------------	--	---

9 Working days and extensions

Working days are Monday to Friday excluding public bank holidays in England and days when regular tuition is closed for published school holidays. Email received after 5 pm or on a non-working day may be treated as received on the next working day.

Complex complaints, absence of a key person, safeguarding or police involvement, extensive records or a need for specialist advice may make the normal target impracticable. If so, we will explain the reason, describe progress and provide a revised response date. An extension will not be used simply to avoid or postpone a decision.

10 Outcomes and remedies

A complaint may be upheld, partly upheld, not upheld, unable to be determined, or resolved by agreement. We will explain the reasons so far as confidentiality and legal duties allow.

Depending on the circumstances, a remedy may include an explanation, apology, correction of records, replacement lesson, service improvement, staff guidance or training, change of tutor or group where feasible, refund or credit in accordance with the applicable terms, or referral to another procedure or authority.

An apology acknowledges the effect of an experience or a service failing; it does not necessarily amount to an admission of legal liability. Any financial remedy must be authorised and processed through the centre's normal payment controls.

11 Safeguarding and urgent concerns

A complaint suggesting that a child or adult is at risk, that a crime may have occurred, or that a member of staff may pose a safeguarding risk will be referred immediately under the Safeguarding and Child Protection Policy. It must not wait for the ordinary complaints timetable.

If anyone is in immediate danger or a crime is in progress, call 999. For non-emergency police assistance call 101. The centre may pause or limit a complaints investigation where this is necessary to avoid prejudicing a safeguarding, police, regulatory or employment process, but will maintain appropriate communication with the complainant.

We may not be able to disclose safeguarding advice, personal data about another person, disciplinary action or information that could prejudice an investigation. Confidentiality limits do not mean that a concern has been ignored.

12 Complaints about staff tutors or senior leaders

A complaint about a tutor or employee will be handled by an appropriate manager and the person complained about will be given a fair opportunity to respond. Employment action is confidential; the complainant may be told whether the service complaint was upheld and what service remedy applies, but not private disciplinary details.

A complaint about the Centre Manager or Complaints Lead should be addressed to a director or proprietor. A complaint about a director or proprietor will be considered by another director or suitably independent person where reasonably practicable. Safeguarding allegations must use the immediate route in section 11.

13 Fees tuition quality and online services

Complaints about tuition quality will consider the agreed service, attendance, lesson records, learning plan, communications and reasonable professional judgement. We do not guarantee a particular examination grade, school place or academic outcome.

A complaint does not automatically suspend payment of undisputed fees. Disputed charges will be reviewed under the applicable Tuition Terms and Conditions and Cancellation and Refund Policy. Nothing in this policy excludes or restricts rights that cannot lawfully be excluded, including rights relating to services supplied with reasonable care and skill.

For online tuition, the review may consider platform availability, connection evidence, approved communications and whether a failure arose from the centre's systems, the customer's equipment or internet service, or circumstances outside reasonable control.

14 Accessibility and reasonable adjustments

We will accept complaints in a reasonable alternative format and may help a person set out their concern, arrange telephone or in-person communication, allow a representative, provide extra time, use simpler language or make another reasonable adjustment. A request can be made through the contact details in this policy.

We will take account of age, disability, communication needs, language and vulnerability. We do not routinely provide professional translation or advocacy, but will consider proportionate support and will not refuse to consider a complaint merely because it is not written formally.

15 Anonymous withdrawn and collective complaints

Anonymous complaints will be considered according to seriousness, credibility, available evidence and risk, although anonymity may limit investigation or prevent a direct response. A complainant may withdraw at any time, but we may continue enquiries where safeguarding, legal compliance, serious misconduct or wider service risk requires it.

Where several people raise the same issue, we may appoint a representative, combine the investigations and provide a common response while protecting personal information. Each person may still identify any material circumstances unique to them.

16 Unreasonable behaviour and contact management

A complaint will not be treated as unreasonable merely because it is persistent, strongly expressed or ultimately not upheld. We expect all parties to communicate respectfully and avoid threats, abuse, discrimination, knowingly false information, excessive repetition or demands that unreasonably obstruct our work.

Where behaviour becomes unreasonable, a director may set proportionate contact arrangements, such as a single contact person, written communication only, reasonable frequency limits or refusal to revisit a matter already fully decided without significant new evidence. We will explain the reason, scope and duration. Restrictions will not prevent new safeguarding concerns or materially different complaints from being considered.

17 Confidentiality records and data protection

Complaint information will be used to investigate, respond, protect people, improve services and meet legal obligations. Access will be limited to people who need the information. Records will be accurate, secure and retained in accordance with the centre's retention schedule, legal requirements and any safeguarding need.

We may share relevant information with insurers, professional advisers, payment providers, law enforcement, safeguarding bodies, regulators or another organisation where there is a lawful and proportionate reason. Our Privacy Notice explains data-protection rights and how to contact us about personal data.

A complaint specifically about the use of personal data may be raised through this procedure. If the person remains dissatisfied, they may complain to the Information Commissioner's Office. We ask that the concern is raised with us first so we have an opportunity to address it.

18 External advice and legal rights

After the internal procedure, a consumer in England or Wales may obtain independent advice from the Citizens Advice consumer service on 0808 223 1133 or through www.citizensadvice.org.uk. Citizens Advice may refer relevant information to Trading Standards. The Elite School is not stating that it belongs to a particular ombudsman or alternative dispute resolution scheme unless this is confirmed separately in writing.

A person may contact the Information Commissioner's Office about data-protection matters at www.ico.org.uk. Safeguarding concerns may be reported directly to the police or relevant local authority. Nothing in this policy prevents a person from seeking legal advice, using a lawful chargeback or card remedy where applicable, or bringing a claim within the applicable legal time limit.

19 Monitoring learning and review

The Complaints Lead will maintain a record of complaint themes, outcomes, response times, remedies and improvement actions. Directors will review significant or repeated issues and check whether agreed actions have been completed. Reporting for service improvement will avoid unnecessary personal information.

This policy will be reviewed at least annually and sooner following a significant complaint, material legal or regulatory change, change in service delivery or identified weakness. Material amendments will be approved by a director or proprietor.

Complaint form

You may use this form or provide the same information by email, post or telephone. Keep a copy of anything you submit.

Complainant	Name, address, email and telephone
Student	Name, age and relationship to complainant
Representative	Name and evidence of authority where applicable
Service concerned	Centre, online tuition, tutor, subject or group
What happened	Events, dates, people involved and effect
Previous action	Who was contacted and what response was received
Supporting information	List relevant emails, messages, invoices or other evidence
Outcome sought	Explain the practical resolution requested
Adjustments	Any communication or accessibility support required
Declaration	I confirm that the information is accurate to the best of my knowledge
Signature and date	

Policy approval and review record

Item	Details
Policy owner	Centre Manager or designated Complaints Lead
Approved by	Director or proprietor
Effective date	12 October 2026
Review frequency	At least annually and sooner where required
Next scheduled review	October 2027
Applies to	The Birmingham centre and online tuition across the UK

Related documents. Website Terms and Conditions; Tuition Terms and Conditions; Cancellation and Refund Policy; Privacy Notice; Safeguarding and Child Protection Policy; Student and Parent Code of Conduct; Online Tuition Policy.

Legal note. This operational policy is intended to support fair complaint handling. It should be reviewed with the centre's legal advisers and updated when the business, applicable law or regulatory guidance changes.