



## **Complaints Policy Teach in Time**

At Teach in Time, we strive to provide our clients with high-quality teaching services. However, we understand that there may be instances where our clients are not fully satisfied with the services we provide. We take all complaints seriously and are committed to resolving them promptly and fairly.

### **Scope**

- This policy applies to all complaints received by Teach in Time from clients or their requests.

### **Definition of a complaint**

- A complaint is an expression of dissatisfaction with the services provided by Teach in Time, including any aspect of the service delivery, the behavior of a teacher, or any other aspect of our services.

### **Procedure for making a complaint**

If a client or their representative has a complaint, they should follow this procedure:

- They should first raise the complaint with the teacher who is providing the services. The teacher should try to resolve the complaint directly with the client.
- If the complaint is not resolved to the client's satisfaction, the client should contact Teach in Time by email at [helloteachintime@gmail.com](mailto:helloteachintime@gmail.com). The email should include the following information:
  - The nature of the complaint
  - The name of the teacher providing the services
  - The date(s) and time(s) of the service(s) in question
  - Any other relevant information

- Teach in Time will acknowledge the complaint within 24 hours of receipt.
- Teach in Time will investigate the complaint and provide a written response to the client within 7 days of receipt of the complaint. If we need more time to investigate the complaint, we will let the client know when they can expect a response.
- If the complaint is not resolved to the client's satisfaction, the client can escalate the complaint to the Director of Teach in Time, who will investigate the complaint further and provide a written response to the client within 14 days of receipt of the escalated complaint.

### **Confidentiality**

- All complaints will be treated confidentially. We will only share information about the complaint with individuals who need to know in order to investigate and resolve the complaint.

### **Record-keeping**

- Teach in Time will keep a record of all complaints received, including the nature of the complaint, the name of the client, the name of the teacher, the date(s) and time(s) of the service(s) in question, and the outcome of the investigation.

### **Continuous improvement**

- We will use the information gathered from complaints to improve our services and prevent similar complaints from occurring in the future.

**Reviewed and updated: 01/02/2024**

**Date of next review: 01/02/2025**