

Bury Tuition Centre – Equality, Anti-Bullying & Complaints Policy

1. Policy Statement

At **Bury Tuition Centre**, we are committed to providing a safe, inclusive, and respectful environment where every student is valued and supported.

We do not tolerate discrimination, bullying, or unfair treatment of any kind. We promote equality of opportunity and expect all members of our community to treat each other with dignity and respect.

We also aim to resolve any concerns or complaints promptly, fairly, and transparently.

2. Legal Framework

This policy is informed by:

- The Equality Act 2010
 - Keeping Children Safe in Education (KCSIE)
 - Safeguarding and child protection guidance
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3. Equality & Inclusion

Bury Tuition Centre is committed to equality for all students, regardless of:

- Age
- Disability
- Gender reassignment
- Race, ethnicity, or nationality
- Religion or belief
- Sex
- Sexual orientation

We will:

- Provide equal access to our services
 - Make reasonable adjustments where required
 - Support students with additional needs
 - Promote a culture of respect, diversity, and inclusion
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4. Anti-Bullying Statement

Bullying of any kind is **not tolerated**.

Bullying includes:

- Verbal abuse (name-calling, threats)
- Physical harm
- Emotional or social exclusion
- Cyberbullying (online or via messaging)
- Discrimination-based bullying (e.g. racism, sexism, homophobia)

All students have the right to feel safe and respected.

5. Expectations for Students

Students must:

- Treat others with kindness and respect
 - Not engage in any form of bullying or harassment
 - Report any concerns about bullying or unfair treatment
 - Follow the Centre's behaviour expectations at all times
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6. Expectations for Parents/Guardians

Parents/guardians are expected to:

- Support the Centre's approach to equality and behaviour
 - Encourage respectful behaviour at home
 - Inform the Centre of any concerns affecting their child
 - Raise concerns in a constructive and respectful manner
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7. Responding to Bullying

All reports of bullying will be taken seriously.

The Centre will:

- Investigate concerns promptly
- Speak to all parties involved
- Record incidents where appropriate

- Take action in line with the Behaviour Policy

This may include:

- Warnings
- Behaviour support plans
- Parent meetings
- Suspension or removal in serious cases

Where safeguarding concerns arise, these will be managed in line with the Centre's safeguarding procedures.

8. Complaints Procedure

We aim to resolve concerns quickly and informally where possible.

Stage 1 – Informal Resolution

- Parents should raise concerns with a member of staff or the Centre directly
- Most issues can be resolved quickly through discussion

Stage 2 – Formal Complaint

If the issue is not resolved:

- A formal complaint should be submitted in writing
- The complaint will be acknowledged within **5 working days**
- The Centre will investigate and respond within **10 working days**

Stage 3 – Escalation

If the complainant is not satisfied:

- The matter will be reviewed by senior management
 - A final response will be issued
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9. Safeguarding Concerns

If a complaint relates to the safety or wellbeing of a child:

- It will be treated as a **safeguarding concern**
 - It will be referred immediately to the **Designated Safeguarding Lead (DSL)**
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10. Safeguarding Contacts

Designated Safeguarding Lead (DSL):

- **Name:** Shazia Tahir
- **Email:** safeguarding@northwesteducationhub.co.uk
- **Phone:** 07527 675842

Deputy Designated Safeguarding Lead (Deputy DSL):

- **Name:** Nazia Younis
 - **Email:** info@northwesteducationhub.co.uk
 - **Phone:** 07485 184081
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11. Confidentiality

- All concerns and complaints will be handled sensitively
 - Information will be shared only where necessary
 - Records will be stored securely
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12. Monitoring & Review

- This policy will be reviewed annually
 - Updates will reflect changes in legislation and guidance
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13. Legal Entity

Bury Tuition Centre is a trading name of North West Education Hub Ltd.

Policy Information

- **Policy Owner:** Nazia Younis (Director / Deputy DSL)
- **Policy Reviewed:** April 2026
- **Next Review Due:** April 2027
- **Version:** 1.0