

COMPLAINTS FORM

Bury Tuition Centre

For formal complaints and concerns requiring a written response

Before completing this form

Where possible, concerns should first be raised informally with the Centre so that they can be resolved quickly. If the matter has not been resolved, or is sufficiently serious to require a formal response, please complete this form. Formal complaints will normally be acknowledged within 5 working days and investigated/responded to within 10 working days, in line with the Centre complaints procedure. If more time is reasonably required, we will keep you informed.

Urgent safeguarding concerns

Do not wait for the complaints process if you believe a child is at immediate risk of harm. Contact the emergency services where necessary. Safeguarding concerns received through this form will be referred promptly to the Designated Safeguarding Lead (DSL) and managed under the Centre safeguarding procedures.

1. Person Making the Complaint

Full Name

Relationship to student / Centre

- ☐ Parent / Guardian
- ☐ Student
- ☐ Adult Learner
- ☐ Other (please specify)

If Other, please specify

Contact Number

Email Address

Postal Address *Optional unless you would like correspondence by post*

Preferred method of contact *Email / Telephone / Post*

2. Student Details

Complete this section if the complaint relates to a particular student.

Student Name

Date of Birth *DD / MM / YYYY*

Current tuition subject / class *If known*

3. Complaint Details

Date(s) of incident / concern *If applicable*

Person(s) involved *If known*

Please describe your complaint *Include relevant dates, times, locations, what happened and who was involved. Please continue on a separate sheet if required.*

How has this affected the student or you? *Optional, but this may help us understand the impact of the concern.*

4. Previous Action Taken

Have you already raised this concern informally with Bury Tuition Centre?

☐ Yes

☐ No

If Yes, who did you speak to, when, and what was the outcome?

5. Outcome Sought

What would you like Bury Tuition Centre to do to help resolve your complaint? *We will consider the outcome requested, although the final action taken will depend on the findings and what is reasonable and appropriate.*

6. Supporting Information

Please list any documents, messages, photographs or other evidence you are providing with this form *Please do not send original documents unless requested.*

7. Safeguarding / Safety

Does any part of this complaint relate to the safety, welfare or safeguarding of a child or young person?

- ☐ Yes
☐ No
☐ Unsure

If Yes or Unsure, please give brief details *The Centre may need to share relevant information with safeguarding professionals or authorities where necessary to protect a child.*

8. Declaration

I confirm that the information I have provided is accurate to the best of my knowledge. I understand that Bury Tuition Centre / North West Education Hub Ltd will process the information in this form for the purpose of investigating, responding to and recording my complaint, in accordance with its Data Protection & Privacy Policy.

Name

Signature *Typed name is acceptable where the form is submitted electronically*

Date *DD / MM / YYYY*



How to Submit This Form

Please return the completed form to Bury Tuition Centre using the contact details published by the Centre or hand it to a member of the Centre team. If submitting electronically, please use the Centre contact email provided to you.

Safeguarding contact: safeguarding@northwesteducationhub.co.uk

FOR OFFICE USE ONLY

This section must be completed by authorised Bury Tuition Centre staff and retained with the complaint record.

Complaint Reference Number

Date Received

Received By

Complaint Stage

- ☐ Stage 1 - Informal concern (recorded for completeness)
- ☐ Stage 2 - Formal complaint
- ☐ Stage 3 - Senior management review / escalation

Assigned To

Date Acknowledged

Acknowledgement Sent By

Target Response Date

Actual Response Date

Does the complaint contain a safeguarding concern?

- ☐ Yes - referred to DSL
- ☐ No

Date / time referred to DSL *If applicable*

DSL / Deputy DSL handling referral *If applicable*

Does the complaint involve an allegation about a member of staff or another adult working with children?

- ☐ Yes
- ☐ No

If Yes, action / referral made *Do not investigate an adult safeguarding allegation through the ordinary complaints process where safeguarding procedures require a different route.*

Investigation / Actions Taken

Outcome / Decision

Actions / Learning Identified *Include any policy, training, communication or service improvements.*

Date Outcome Communicated

Date Closed

Complaint Register Updated:

- ☐ Yes
☐ No

Record Retention / File Location *Record securely in accordance with the Centre Data Protection & Privacy Policy and retention arrangements.*

Document Control

Form Owner	Nazia Younis (Director)
Updated	August 2026
Next Review Due	August 2027
Version	2.0