

# EQUALITY, ANTI-BULLYING & COMPLAINTS POLICY

## **Bury Tuition Centre**

*Part of North West Education Hub Ltd*

### **1. Policy Statement**

Bury Tuition Centre is committed to providing a safe, inclusive, respectful and welcoming learning environment in which every student is valued and supported to participate and make progress.

Discrimination, harassment, victimisation and bullying are not tolerated. We promote equality of opportunity, dignity and mutual respect and expect students, parents/guardians, staff, tutors and visitors to support these standards.

We also aim to respond to concerns and complaints fairly, sensitively and without unreasonable delay. Safeguarding concerns are dealt with under the Centre's safeguarding procedures rather than being treated only as an ordinary complaint.

### **2. Aims**

- promote equality, inclusion and respect throughout the Centre;
- prevent and respond to bullying, harassment and discriminatory behaviour;
- remove or reduce barriers to participation where reasonably possible;
- make reasonable adjustments for disabled students where required;
- ensure students and families know how to raise concerns;
- respond to concerns consistently, proportionately and fairly;
- ensure safeguarding issues are identified and escalated promptly.

### **3. Legal and Policy Framework**

This policy is informed by applicable equality, safeguarding and data-protection requirements, including the Equality Act 2010 and current statutory safeguarding guidance relevant to children and young people. It should be read alongside the Centre's Safeguarding Policy, Behaviour & Code of Conduct Policy, Data Protection & Privacy Policy and Terms & Conditions.

### **4. Equality, Inclusion & Reasonable Adjustments**

Bury Tuition Centre aims to provide access to tuition and Centre activities without unlawful discrimination. We recognise the protected characteristics set out in the Equality Act 2010 and will consider the individual circumstances of students and families when providing our services.

We will:

- treat students and families fairly and with dignity and respect;
- consider reasonable adjustments for disabled students and remove avoidable barriers to participation where required;

- take account of relevant special educational needs, disabilities, medical needs and other support requirements shared with us;
- use inclusive and respectful language and challenge discriminatory behaviour;
- seek to ensure learning materials, activities and expectations do not unfairly disadvantage students;
- consider requests relating to individual needs fairly, while taking account of safety, staffing, resources and the nature of the service.

Parents/guardians should provide relevant information through enrolment and notify the Centre if a student's needs or circumstances change so that appropriate support can be considered.

## 5. What We Mean by Bullying

Bullying is behaviour by an individual or group that is intended to hurt, intimidate, humiliate, exclude or undermine another person. It may be repeated or form part of a pattern, although a single serious incident may still require immediate action under the Behaviour & Code of Conduct Policy or safeguarding procedures.

Bullying or harassment may include:

- verbal abuse, name-calling, threats, mocking or intimidation;
- physical aggression, unwanted physical contact or damage to belongings;
- deliberate exclusion, humiliation, rumour-spreading or social bullying;
- cyberbullying through messages, social media, images, recordings or other digital communication;
- bullying or harassment connected to disability, race, religion or belief, sex, sexual orientation, gender reassignment, age or another personal characteristic;
- sexual harassment or inappropriate sexualised comments or conduct;
- targeting a student because of their family circumstances, appearance, learning needs or other perceived difference.

Disagreement, friendship difficulties or an isolated conflict will not automatically amount to bullying, but concerns will still be taken seriously and addressed appropriately.

## 6. Student Expectations

Students are expected to:

- treat other students, staff and visitors with kindness, dignity and respect;
- follow the Centre's Behaviour & Code of Conduct Policy;
- not engage in bullying, harassment, discrimination, intimidation or retaliation;
- use phones, messaging and social media responsibly and not use technology to target another member of the Centre community;
- tell a trusted member of staff if they experience or witness bullying, discrimination or behaviour that makes someone feel unsafe;
- cooperate honestly and respectfully where the Centre is looking into a concern.

## 7. Parent / Guardian Expectations

Parents/guardians are expected to:

- support the Centre's approach to equality, inclusion and positive behaviour;
- encourage respectful behaviour and responsible use of technology;
- tell the Centre promptly about concerns affecting their child;
- share information that may help the Centre understand and support their child's needs;
- raise concerns in a constructive and respectful manner;
- avoid approaching or confronting another child directly about an incident; concerns should be raised with the Centre so they can be managed appropriately;
- treat staff, tutors, students and other families with courtesy and respect.

## **8. Reporting Bullying, Discrimination or Harassment**

A student, parent/guardian or member of staff can report a concern to a tutor, member of Centre staff or senior member of staff. Concerns may also be raised using the Centre's usual contact details.

Where a child appears to be at immediate risk of harm, the matter will be referred promptly to the Designated Safeguarding Lead (DSL) or Deputy DSL and managed under safeguarding procedures.

No student should be disadvantaged for raising a genuine concern in good faith. Retaliation or victimisation following a report will itself be treated seriously.

## **9. How We Respond to Bullying and Equality Concerns**

The response will depend on the nature, seriousness and circumstances of the concern. The Centre may:

- listen to and support the student raising the concern;
- speak separately with relevant students, staff or witnesses;
- review relevant information or records;
- record significant incidents and actions taken;
- contact parents/guardians where appropriate;
- provide reminders, restorative discussion, behaviour support or monitoring where suitable;
- apply consequences under the Behaviour & Code of Conduct Policy;
- make or review reasonable adjustments or support arrangements;
- refer the matter to the DSL, external safeguarding partners, police or another appropriate agency where necessary.

The Centre will not necessarily disclose confidential information about another student, family or staff member when explaining the outcome of a concern. However, the person raising the concern will normally be told whether it has been considered and, where appropriate, what general action has been taken.

Serious incidents may result in immediate suspension or termination of tuition. The Centre is not required to work through every informal behaviour stage before taking action where safety, safeguarding or serious misconduct is involved.

## **10. Complaints Procedure**

The Centre aims to resolve concerns at the earliest appropriate stage. A concern about bullying, discrimination or another aspect of the Centre's service may also be raised as a complaint.

### Stage 1 - Informal Resolution

- Raise the concern with the relevant member of staff or the Centre as soon as reasonably possible.
- We will listen to the concern, clarify the issue and seek an appropriate resolution where possible.

### Stage 2 - Formal Complaint

- If the matter cannot be resolved informally, or is sufficiently serious, a formal complaint may be submitted in writing.
- The complaint should explain what happened, the outcome sought and any relevant information the complainant would like considered.
- The Centre will normally acknowledge a formal complaint within 5 working days and aim to provide a substantive response within 10 working days. If more time is reasonably required, we will explain this and provide an updated timescale.

### Stage 3 - Review / Escalation

- If the complainant remains dissatisfied, they may ask for the matter to be reviewed by a senior person who has not been directly responsible for the original decision where this is reasonably practicable.
- The review will consider whether the complaint was handled fairly and whether the outcome was reasonable in light of the available information.
- A final written response will be issued following the review.

Where the Centre maintains a separate Centre Complaints Procedure, that procedure provides the fuller operational process and should be followed for formal complaints. This policy does not replace any specific statutory or external complaints route that may apply to a particular matter.

## 11. Safeguarding Concerns

A complaint or allegation that indicates a child may be at risk of harm, has suffered harm, or raises another safeguarding concern will be referred immediately to the DSL or Deputy DSL and handled in accordance with safeguarding procedures. Safeguarding action will not be delayed while an ordinary complaints process is completed.

Where an allegation concerns a member of staff or another adult working with children, it will be managed under the appropriate safeguarding and allegation-management procedures rather than investigated solely through this complaints process.

## 12. Safeguarding Contacts

Designated Safeguarding Lead (DSL): Shazia Tahir

Email: [safeguarding@northwesteducationhub.co.uk](mailto:safeguarding@northwesteducationhub.co.uk)

Phone: 07527 675842

Deputy Designated Safeguarding Lead (Deputy DSL): Nazia Younis

Email: [info@northwesteducationhub.co.uk](mailto:info@northwesteducationhub.co.uk)

Phone: 07485 184081



### 13. Confidentiality, Records & Data Protection

- Concerns and complaints will be handled sensitively and information will be shared only with those who reasonably need it for the matter to be considered, managed or safeguarded.
- Significant bullying, discrimination, safeguarding and formal complaint records will be stored securely and retained in accordance with the Centre's record-retention requirements.
- Personal information will be handled in accordance with the Centre's Data Protection & Privacy Policy and applicable data-protection law.
- Confidentiality cannot be promised where information must be shared to protect a child or another person, comply with the law or obtain appropriate safeguarding advice.

### 14. Monitoring & Review

The Centre will review significant incidents and complaints where appropriate to identify patterns, recurring concerns, training needs or improvements to practice. This policy will be reviewed at least annually and sooner where there is a significant change in legislation, guidance, Centre arrangements or identified risk.

### 15. Legal Entity

Bury Tuition Centre is a trading name of North West Education Hub Ltd, registered in England & Wales (Company No: 17128918).

### Document Information

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|------------------------|--------------------------------------|
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