



Complaints procedure

Upon arrival at the tuition venue your child will be informed of whom to contact during his or her stay with us should he or she be unhappy at any time. Course Coordinators are available to attend to any issues relating to welfare and the Bath Tutorial Director is available at all times to deal with any complaints your child may have.

Should you have any complaints regarding the service you have received from Bath Tutorial College please voice your complaint to the Bath Tutorial Director at the earliest opportunity. Alternatively, you can call to speak to a member of our Head Office team (01225 313076) who are always available to speak on the phone before and during the course.

If you remain dissatisfied with how we have addressed your complaint, then we need you to tell us about it in writing. Please send us your complaint, in writing, to our head office at:

Bath Tutorial College LLP

The Limes, Weston Lane
Bath, BA1 4AB
UK



Alternatively, you can email us at: info@bathtutorialcollege.co.uk

To help us to address your complaint as quickly and efficiently as possible, please include:

- Your child's full name and your name
- Your daytime telephone number
- Full details of your complaint
- Copies of any documentation relating to your complaint

How we will respond to your complaint:

Once we have received your complaint we will contact you by phone or by email within 3 days. We believe that it is always better to talk things through and resolve any complaints or misunderstandings as quickly as possible.

What we do if your complaint is upheld:

In all instances we will offer a full explanation and, if your complaint is upheld an apology, taking any actions necessary to solve the problem.