

1 Introduction

1.1 In this Complaints Policy, the following expressions have the following meanings:

“Appeal”	means your request to escalate a Complaint from Level One to Level Two if you are not satisfied with the outcome at Level One;
“Appeal Handlers”	means the people assigned to handle a Level Two Complaint, typically Simon McQueen, a Co-founder & Director of Bright Heart and Rosie Ingold, Senior Education Consultant at Bright Heart;
“Bright Heart”	means Bright Heart Education Ltd (company number 11179043) of 20-22 Wenlock Road, London, N1 7GU, an award-winning SEN-focused tutoring business;
“Business Day”	means any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business in the UK;
“Complaint”	means a complaint about services provided to you by Bright Heart, about our customer service, or about our directors, employees, contractors or tutors;

“Complaint Handler”	means the person assigned to handle a Level One Complaint, typically Ryan Stevenson, a Co-founder & Director of Bright Heart;
“Complaints Policy”	means this document;
“Complaints Procedure”	means the internal complaints handling procedure of Bright Heart, which is followed when handling a Complaint and is available upon request for your reference;
“Complaint Reference”	means a unique code assigned to your Complaint that will be used to track your Complaint;
“External Resolution”	means the referral of your Complaint to an external body or organisation for resolution if you are not satisfied with the outcome at Level Two;
“Level One”	means the first stage in our complaints handling procedure under which a Complaint Handler will handle your Complaint; and
“Level Two”	means the second stage in our complaints handling procedure under which you may appeal the outcome of a Level One Complaint. Your Complaint will be handled by an Appeal Handler.

- 1.2 Bright Heart welcomes and encourages feedback of all kinds from our customers and other stakeholders. We strive to provide students with high-quality tuition and provide clients with exceptional customer service, as outlined in our Quality Policy, which is available on Bright Heart's website.
- 1.3 If you have a Complaint about our services, our customer service, or about our directors, employees, contractors or tutors, not only do we want to resolve it to your satisfaction, but we also want to learn from it to improve our business and customer experience in the future.
- 1.4 It is our policy to resolve Complaints quickly and fairly, where possible, without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:
 - 1.4.1 To provide a clear and fair procedure for any customer or other relevant stakeholder who wishes to make a Complaint;
 - 1.4.2 To ensure that everyone working for or with Bright Heart knows how to handle Complaints made by our customers or potential customers;
 - 1.4.3 To ensure that all Complaints are handled equally and in a fair and timely fashion;
 - 1.4.4 To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

2 What this Complaints Policy Covers

- 2.1 This Complaints Policy applies to our services, our customer service, and your interactions with our directors, employees, contractors or tutors.
- 2.2 For the purposes of this Complaints Policy, any reference to Bright Heart also includes our directors, employees, contractors or tutors.

- 2.3 Complaints may relate to any of our activities and may include (but not be limited to):
 - 2.3.1 The quality of customer service you have received;
 - 2.3.2 The behaviour and/or professional competence of our directors, employees, contractors or tutors; and
 - 2.3.3 Concerns or problems associated with the provision of our services.
- 2.4 The following are not considered to be Complaints and should therefore be directed to the appropriate person:
 - 2.4.1 General questions about our services;
 - 2.4.2 Matters concerning contractual or other legal disputes; and
 - 2.4.3 Formal requests for the disclosure of information, for example, under applicable legislation.

3 Making a Complaint

- 3.1 All Complaints, whether they concern our services, our customer service, or our directors, employees, contractors or tutors, should be made in one of the following ways:
 - 3.1.1 In writing via email, addressed to Ryan Stevenson, Co-founder & Director, at ryan@brighthouse.co.uk, or to Simon McQueen, Co-founder & Director, at simon@brighthouse.co.uk; or
 - 3.1.2 By contacting us by telephone on 0208 064 3800 and asking to speak to Ryan Stevenson or Simon McQueen to make a Complaint.
- 3.2 When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:
 - 3.2.1 Your name, address, telephone number and email address (We will contact you using your preferred contact method as your

Complaint is handled);

- 3.2.2 If you are making a Complaint on behalf of someone else, that person's name and contact details, as well as your own;
- 3.2.3 If you are making a Complaint about a particular director, employee, contractor or tutor, the name and, where appropriate, position of that person;
- 3.2.4 Further details of your Complaint, including, as appropriate, all times, dates, events, and people involved;
- 3.2.5 Details of any documents or other evidence you wish to rely on in support of your Complaint and other relevant information reasonably requested by Bright Heart; and
- 3.2.6 Details of what you would like Bright Heart to do to resolve your Complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.).

4 How we handle your Complaint – Level One

- 4.1 Bright Heart takes all complaints very seriously, meaning all complaints are immediately handled by a director. Following our Complaints Procedure, our aim is to always resolve Complaints to your satisfaction. If you are not satisfied with how we have handled your Complaint, Complaints may progress to External Resolution as detailed below.
- 4.2 Upon receipt of your Complaint, the Complaint Handler will log the Complaint in our complaints log and will acknowledge receipt of it in writing within 5 Business Days, giving you a Complaint Reference.
- 4.3 When we acknowledge receipt of your Complaint, we will also confirm

who the Complaint Handler will be. This will typically be Ryan Stevenson, unless the Complaint is about Ryan, in which case, Simon McQueen, Co-founder & Director, will act as the Complaint Handler.

- 4.4 If your Complaint relates to a specific director, employee, contractor or tutor, that person will be informed of your Complaint and given a fair and reasonable opportunity to respond. Any communication between you and the director, employee, contractor or tutor in question should take place only via the Complaint Handler, and we respectfully ask that you do not contact the director, employee, contractor or tutor in question directly concerning the Complaint while we are working to resolve it.
- 4.5 If we require any further information or evidence from you, the Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it; however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
- 4.6 We aim to resolve Level One Complaints within 10 Business Days of the date you receive the Complaint Reference, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason, you will be informed of the delay, the likely length of the delay and the reasons for it.
- 4.7 At the conclusion of the Level One Complaints Procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. You will also be reminded of your right to appeal our decision and escalate the Complaint in the form of an Appeal.

5 How we handle your complaint – Level Two

- 5.1 If you are not satisfied with the resolution of your Level One Complaint, you may appeal the decision within 10 Business Days and have the Complaint escalated. Appeals are handled by the Appeal Handlers (where one of the directors or Rosie Gillman is the subject of the complaint, Carol Minkoulou, Senior Education Consultant & DSL, will act as one of the Appeal Handlers).
- 5.2 Appeals, quoting your original Complaint Reference, should be directed to your original Complaint Handler, who will forward the request to the appropriate Appeal Handlers. Receipt of Appeals will be acknowledged in writing within 5 Business Days. When we acknowledge receipt of your Appeal, we will also confirm details of your Appeal Handlers.
- 5.3 If your Complaint relates to a specific director, employee, contractor or tutor, that person will be informed of your Appeal and given a further opportunity to respond. Any communication between you and the director, employee, contractor or tutor in question should take place only via the Appeal Handlers, and we respectfully ask that you do not contact the specific director, employee, contractor or tutor in question directly concerning the Complaint while we are working to resolve it.
- 5.4 If we require any further information or evidence from you, the Appeal Handlers will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence to us quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it; however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
- 5.5 We aim to resolve Level Two Complaints within 15 Business Days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason, you will be informed of the delay, the likely length of the delay and the reasons for it.
- 5.6 At the conclusion of the Level Two procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. Our decision at this stage is final, subject to your right to seek External Resolution of your Complaint.
- 5.7 Bright Heart is a corporate member of the Tutors' Association (membership number C0338) and has signed up to its code of professional practice for tutoring companies, meaning you, as our customer or other relevant stakeholder, have the right to seek External Resolution of your Complaint from that organisation if you are not satisfied with the outcome of your Level Two Complaint. You can contact them on 01628 306108 or via email at info@thetutorsassociation.org.uk.

6 Confidentiality and Data Protection

- 6.1 All Complaints and information relating to a Complaint are treated with the utmost confidence. Such information will only be shared with those directors, employees, contractors, or tutors who need to know to handle your Complaint.
- 6.2 We may ask for your permission to use details of your Complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by contacting Simon McQueen, whose details are provided above.
- 6.3 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in

accordance with the provisions of UK data protection law (including but not limited to the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003) and your rights thereunder, as set out in our privacy policy, which is provided at <https://www.brightheart.co.uk/privacy-policy/>.

7 Questions and further information

- 7.1 If you have any questions or require further information about any aspect of this Complaints Policy or our Complaints Procedure, please contact Simon McQueen, whose details are provided above.