Complaints Procedure

Version 1.0 | Approved 28 November 2026 | Review annually and after significant changes.

1. Our commitment

AMTutors welcomes feedback from parents, carers and children. We aim to resolve concerns fairly, promptly and respectfully, without a child being disadvantaged for raising a concern. This procedure applies to tuition, fees, communication, behaviour, inclusion, accessibility, staff conduct and other concerns about our service.

2. How to raise a complaint

You can speak to a tutor or contact us by email at enquiries.amtutors@outlook.com or by telephone on 07412 879726. Please give the details of the concern, relevant dates and the outcome you would like, if known. We can help you record a verbal complaint or provide an accessible way to raise it. You do not need to approach a tutor first if you would prefer to make a formal complaint.

3. Investigation and response

The Director, Mohammed Atif, normally coordinates complaints. We aim to acknowledge receipt within three working days and resolve matters within 14 calendar days. We investigate objectively, gather relevant information and give people involved a fair opportunity to respond, subject to safeguarding and confidentiality requirements. A written outcome explaining our findings, any action and next steps will be provided as soon as reasonably possible and no later than 28 calendar days from receipt. We will provide updates if more time is needed; this does not extend the 28-day outcome deadline.

4. Independence and review

If a complaint concerns the Director or there is a conflict of interest, the matter should be handled by a suitable person not implicated, where available. If you remain dissatisfied, contact us requesting a review and explain why. We will arrange a fresh review by a suitable uninvolved person where practicable, and seek external advice if independent review cannot be achieved internally. The review does not restrict your right to seek external advice or make a safeguarding referral.

5. Safeguarding concerns

Safeguarding is not an ordinary complaint and must not be delayed by this procedure. If a child is in immediate danger, call 999. Contact Mohammed Atif, Designated Safeguarding Lead, through enquiries.amtutors@outlook.com. For confidential concerns involving the Director, contact Anisah Mubeen, Deputy DSL, independently at safeguarding.amtutors@outlook.com. If either lead is implicated or unavailable, you may report directly to the appropriate authority. Birmingham Children's Advice & Support Service (CASS): 0121 303 1888; emergency out-of-hours (including Sundays): 0121 675 4806. For allegations about adults working with children, contact the Birmingham LADO through the details in our Safeguarding & Child Protection Policy. We follow external safeguarding advice.

6. External routes

AMTutors' Ofsted Childcare Register application is under assessment; we are not currently registered. For concerns about childcare regulation, contact Ofsted for advice: 0300 123 4666, enquiries@ofsted.gov.uk, or www.gov.uk/complain-about-childcare. Ofsted does not resolve individual contractual disagreements. For consumer advice, contact Citizens Advice. For concerns about personal information, contact us or the Information Commissioner's Office (ico.org.uk/make-a-complaint/). Nothing in this procedure limits statutory rights or the right to contact appropriate authorities directly.

7. Records, confidentiality and improvement

We record the complaint, dates, investigation, findings, response and action taken. Records are kept securely, shared only when necessary and retained for at least three years from the date the record was made, or longer where justified by safeguarding, legal duties or disputes. We do not disclose other children's private information. Management reviews complaints to identify improvements and monitors agreed actions. Relevant safeguarding records are handled separately under our safeguarding and retention procedures.

8. Policy review

The Director is responsible for adoption and review of this procedure. It will be reviewed annually, following significant changes or incidents, and when our Ofsted registration status changes.