

School To Medic Ltd – Complaints Policy

Last updated: 1 September 2026

1. Purpose and Scope

At **School To Medic Ltd**, we are committed to providing high-quality tutoring, mentoring and educational support.

We recognise that, on occasion, Students, Parents/Guardians or Tutors may have concerns about the services we provide. This policy sets out how concerns and complaints can be raised and how School To Medic Ltd will respond to them.

We aim to deal with complaints **fairly, promptly and professionally**, while using feedback to improve the quality of our services.

This policy applies to complaints relating to School To Medic Ltd's services, including tutoring, mentoring, communication, administration, safeguarding and the conduct of Tutors or other representatives acting on behalf of the Company.

2. Informal Resolution

Where appropriate, we encourage concerns to be raised as soon as possible so that they can be resolved quickly.

Parents/Guardians and Students may initially raise a concern directly with the relevant Tutor or School To Medic Ltd by email or WhatsApp, where appropriate.

Many concerns can be resolved informally without the need for a formal complaint.

However, **Students and Parents/Guardians are not required to raise a concern with a Tutor before making a formal complaint**, particularly where the complaint concerns the Tutor themselves, involves safeguarding, or the complainant does not feel comfortable doing so.

3. Formal Complaints

If a concern cannot be resolved informally, or if the complainant wishes to make a formal complaint, the following process will apply.

Step 1: Submitting a Complaint

Formal complaints should be submitted in writing by email to:

Email: info@schooltomedic.co.uk

Where possible, the complaint should include:

- Student's name;
- Parent/Guardian's name, where applicable;
- Date(s) of the incident or issue;
- Details of the concern or complaint;
- The name of the relevant Tutor or School To Medic representative, where applicable;
- The outcome or resolution being sought, if applicable; and
- Any relevant supporting evidence, such as screenshots, emails, messages or other documentation.

A complainant should provide as much relevant information as reasonably possible to allow School To Medic Ltd to investigate the matter appropriately.

Step 2: Acknowledgement

School To Medic Ltd will aim to acknowledge receipt of a formal complaint **within 7 working days**.

The acknowledgement may confirm:

- That the complaint has been received;
- Who will be responsible for reviewing the complaint; and
- Whether any additional information is required.

Step 3: Investigation

School To Medic Ltd will review the complaint fairly and objectively.

Depending on the nature of the complaint, this may involve:

- Reviewing relevant records, communications or lesson information;
- Speaking with the relevant Tutor or other individuals involved;
- Reviewing relevant School To Medic Ltd policies or procedures; and
- Requesting further information from the complainant where necessary.

Where a complaint concerns a particular Tutor or member of staff, the individual concerned will be given an appropriate opportunity to respond to the allegations, subject to confidentiality and safeguarding considerations.

Step 4: Response

School To Medic Ltd will aim to provide a written response **within 28 working days** of receiving the formal complaint.

The response will, where appropriate:

- Summarise the matters considered;
- Explain the outcome of the investigation;
- Identify any actions School To Medic Ltd intends to take; and
- Explain any further steps available to the complainant.

Where a complaint is particularly complex and cannot reasonably be resolved within 28 working days, School To Medic Ltd will inform the complainant of the delay and provide an expected timeframe for a response.

4. Escalation

If the complainant is dissatisfied with the outcome of a formal complaint, they may request that the matter is reviewed by the **Founder & Director, Rajjan Singh**.

The request should be submitted in writing to:

Email: info@schooltomedic.co.uk

The complainant should explain why they remain dissatisfied and identify any information they believe was not adequately considered during the initial investigation.

The Founder & Director will review the complaint and the outcome of the initial investigation and will aim to provide a final written response **within 10 working days** of receiving the escalation request.

Where reasonably necessary, this timeframe may be extended, and the complainant will be informed.

School To Medic Ltd's internal complaints process will be considered concluded following the final response, without prejudice to any statutory rights or other remedies available to the complainant.

5. Safeguarding Concerns

Complaints or concerns involving **child safeguarding, abuse, neglect or the welfare of a Student** will be treated as a priority and handled in accordance with the **School To Medic Ltd Safeguarding Policy**.

Safeguarding concerns should be reported immediately to the **Designated Safeguarding Lead (DSL), Rajjan Singh**, rather than waiting for the normal complaints process.

Where necessary, School To Medic Ltd may refer a safeguarding concern to the appropriate external authority or organisation, including children's social care, the police or other relevant safeguarding professionals.

The normal complaints timescales may not apply where doing so could interfere with a safeguarding investigation or the protection of a Student.

6. Confidentiality and Data Protection

School To Medic Ltd will handle complaints with appropriate sensitivity and confidentiality.

Information relating to a complaint will only be shared with individuals who reasonably need access to it for the purposes of investigating, responding to or managing the complaint, or where disclosure is required or permitted by law.

Personal data collected during the complaints process will be processed in accordance with the **School To Medic Ltd Privacy Policy** and applicable data protection legislation.

7. Protection from Unfair Treatment

School To Medic Ltd will not tolerate retaliation, victimisation or unfair treatment of a person for raising a genuine concern or complaint.

However, complaints should be made honestly and in good faith. Deliberately false, malicious or abusive complaints may be addressed appropriately.

8. Complaints Involving a Tutor

Where a complaint concerns the conduct or performance of a Tutor, School To Medic Ltd may take appropriate action in accordance with the Tutor's contractual arrangements, the **Tutor Code of Conduct**, Safeguarding Policy and other relevant Company policies.

This may include additional training, monitoring, changes to lesson arrangements, suspension of tutoring duties or termination of the Tutor's engagement, depending on the circumstances.

School To Medic Ltd may not be able to disclose confidential employment or contractual information concerning a Tutor to the complainant.

9. Monitoring and Review

School To Medic Ltd will maintain appropriate records of formal complaints received and their outcomes.

Complaints may be reviewed periodically to identify recurring issues, improve services and inform changes to Company policies, procedures or Tutor training.

This policy will be reviewed **annually**, or sooner where necessary due to changes in legislation, guidance or School To Medic Ltd's practices.

School To Medic Ltd – Company Details

School To Medic Ltd

Company Number: 17399317

Registered Office:

Suite 2
Parkway 5, Parkway Business Centre
300 Princess Road
Manchester
Greater Manchester
M14 7HR

Email: info@schooltomedic.co.uk

Website: <https://schooltomedic.co.uk/>