

Winchmore Tutors Ltd is committed to providing high levels of service in its dealings with third parties. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact Craig Varney. You can write to Craig at: Carlton House, 19 West Street, Epsom, Surrey, KT18 7RL or email craigv@winchmoretutors.com please include your email address if writing a letter.

Next steps

- We will send you an email acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our email within 2 weeks of us receiving your complaint.
- We will record your complaint in our central register within a day of having received it.
- We will acknowledge your reply to our acknowledgment email and confirm what will happen next. You can expect to receive our acknowledgement email within 14 days of your reply.
- We will then start to investigate your complaint. This will normally involve the following steps;
 - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them. This will take up to 7 working days from receiving their reply.
- Craig Varney will then contact you to discuss and hopefully resolve your complaint. He will do this within 7 working days of the end of our investigation.
- Within 7 working days of your discussion with Craig Varney he will write to you to confirm what took place and any solutions he has agreed with you.

If we have to change any of the time scales above, we will let you know and explain why.

Should you not be satisfied with the outcome of your complaint, please contact us and we will provide you with details of the relevant body to enable you to escalate your complaint accordingly.