

Lunar Learning – Complaints Policy



Policy Statement

At Lunar Learning, we are committed to providing high-quality tuition services tailored to the needs of our students. We value feedback and take complaints seriously, viewing them as opportunities to reflect, learn, and improve. This policy outlines how we manage complaints to ensure they are handled professionally, transparently, and respectfully.

This policy applies to:

- Local authorities and schools commissioning our services
- Parents and carers of students receiving tuition
- Students (where appropriate and with support)
- Staff and partner professionals

It covers concerns about:

- Quality or suitability of provision
- Conduct of tutors or support staff
- Safeguarding or welfare concerns
- Communication or administrative issues
- Service delivery timelines

Principles

- **Accessibility:** Information on how to complain is clear and easy to access.
- **Responsiveness:** All complaints will be acknowledged promptly and investigated within a reasonable timeframe.
- **Confidentiality:** Complaints will be handled confidentially, in line with data protection and safeguarding standards.
- **Impartiality:** Complaints will be investigated objectively and fairly.
- **Safeguarding first:** Any concerns that relate to the safety or wellbeing of a child will be immediately escalated in line with our Safeguarding Policy.

Stages of the Complaint Process

Stage 1 – Informal Resolution

We encourage concerns to be raised at the earliest opportunity with the relevant staff member or tuition manager. Many issues can be resolved quickly and informally.

Timeframe: within 5 working days

Outcome: Explanation, informal meeting or minor adjustments as needed.

Stage 2 – Formal Complaint

If the issue is unresolved, the complainant should submit a written complaint to the **operations manager** at:

 office@lunarlearning.co.uk

 07395746965

Please include:

- Details of the complaint
- Names of those involved (if applicable)
- Supporting evidence or documentation
- Desired outcome

Acknowledgement: within 3 working days

Investigation and Response: within 10 working days

A written response will outline:

- Findings of the investigation
- Actions taken (or proposed)
- Right to escalate (Stage 3)

Stage 3 – Review by the Founder

If dissatisfaction remains, a written request can be made for a review by the founder.

becky@lunarlearning.co.uk

07429022493

Review period: within 10 working days

Outcome: Final decision with rationale provided in writing

Complaints Involving Safeguarding Concerns

If a complaint involves potential harm to a child or vulnerable person, it will be immediately referred to the Designated Safeguarding Lead (DSL) and managed according to the Safeguarding & Child Protection Policy, which may involve contacting the relevant local authority or LADO (Local Authority Designated Officer). **Email: Contact the LADO Team:** safeguardingunit@wirral.gov.uk

The **Local Authority Designated Officer (LADO)** must be notified **within 24 hours** of any allegation or concern about an adult who works or volunteers with children in Wirral.

This requirement is set out in statutory guidance (*Working Together to Safeguard Children 2026*)

which states that organisations **must report** allegations to the designated officer **within one working day**.

Record Keeping

- All complaints (informal and formal) are logged securely.
 - Records are retained in accordance with GDPR and safeguarding regulations.
 - Patterns or repeated issues are reviewed termly by the management team.
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Monitoring and Review

This policy is reviewed annually or in response to significant service or regulatory changes.

Last reviewed: September 2026

Next review due: September 2027
