

StudyBox– Complaints Policy

At **StudyBox**, we are committed to providing high-quality tutoring classes in Maths, English and Science. We value feedback from our students, parents, and partners, and take complaints seriously. This policy outlines how we handle complaints to ensure they are resolved fairly, promptly, and transparently.

1. What is a Complaint?

A complaint is any expression of dissatisfaction, whether verbal or written, about the services, facilities, or staff at StudyBox. This may include, but is not limited to:

- Course content or delivery
- Staff conduct or behaviour
- Facilities or learning environment
- Administrative or technical issues

2. How to Make a Complaint

Complaints can be made through the following channels:

- **Email:** sutton@studybox.london / wallington@studybox.london / croydon@studybox.london
- **In Person or by Phone:** Please contact your centre - **02031891442**

When submitting a complaint, please provide:

- Your full name and contact details
- Details of the complaint, including dates, locations, and individuals involved
- Any supporting evidence, if available

3. Our Complaints Process

Step 1: Acknowledgement

We will acknowledge receipt of your complaint within **2 working days** and provide a contact person for updates.

Step 2: Investigation

Your complaint will be investigated promptly and fairly. We may contact you for further information to help us understand the issue.

Step 3: Resolution

We aim to resolve all complaints within **15 working days**. If a resolution requires more time, we will keep you informed and provide a revised timeframe.

Step 4: Outcome

You will receive a written response detailing:

- The findings of our investigation
- Actions taken or planned to resolve the issue

- Any further steps available to you if you are not satisfied

4. Escalation

If you are not satisfied with the outcome, you may escalate your complaint to the **StudyBox Management Team**. Contact: shannon@studybox.london

If the issue remains unresolved, external guidance may be sought through relevant educational or regulatory bodies.

5. Confidentiality

All complaints are treated **confidentially**. Information will only be shared on a need-to-know basis to resolve the complaint.

6. Continuous Improvement

We use complaints as an opportunity to improve our services. Lessons learned are reviewed regularly to enhance our courses, facilities, and processes.