



Complaints Policy

Lexia Education Services Ltd
61d High Street
Nailsea
Bristol
BS48 1AW

Date of Implementation: 1st April 2021

Date of Review: 2nd September 2025 (reviewed annually)

Policy Statement

At Lexia Education Services, we are committed to delivering the highest standard of service to both our clients and candidates. However, we recognise that there may be rare instances where individuals feel dissatisfied with the service they have received. We take such concerns seriously and are committed to addressing them promptly, resolving any issues, and taking steps to prevent recurrence wherever possible.

Aim and Scope

We are committed to open communication and the continuous improvement of our services. To support this, we provide a fair, accessible, and transparent complaints procedure, enabling individuals to share their feedback and concerns with confidence.

By listening and responding to feedback, we aim to enhance the quality of the services we provide.

This Complaints Policy applies to anyone wishing to raise a concern regarding the conduct or services of any individual employed by or contracted through Lexia Education Services.

Context

We take all complaints seriously and are committed to resolving them promptly, fairly, and effectively through the procedures outlined in this policy.

Lexia Education Services encourages you to get in touch if:

- You have a suggestion on how we might improve services.
- We have fallen short of your expectations, or the standards we set ourselves.

Lexia Education Services promises to:

- Always deal with your complaint promptly and efficiently
- Deal with things impartially and confidentially.
- Be open and honest.
- Be inclusive and accessible to all.
- Treat everyone with fairness and according to their needs.
- Provide clear information.
- Offer support when required.
- Listen and learn from all feedback.

A complaint is defined as:

“An expression of dissatisfaction, however made, by one or more people about Lexia Education’s Services action, or lack of action or about the standard of service”.

Complaints about Tutors / Mentors:

There may be occasions where you feel the standard of service received from a member of staff has fallen short of expectations. Where appropriate and if the complainant feels comfortable, Lexia Education Services encourages them to raise the concern directly with the tutor or mentor involved. We expect our staff to respond constructively, adapt their approach where necessary, and provide reassurance that the feedback has been heard and taken on board.

However, we recognise that this approach may not always be suitable, depending on the nature of the concern and the relationship between the individuals involved. In such cases—or where the issue remains unresolved – we encourage the complainant to contact our internal office team, who are responsible for managing and investigating formal complaints.

Contact us

0117 427 4267

info@lexiaeducation.co.uk

The formal complaint information requirements:

- The nature of the complaint and what you feel remains unresolved.
- Establish what has happened and who has been involved.
- The date(s) and time(s) of the service(s) in question
- What you feel would put things right
- Any other relevant information / evidence.

Our internal office team aims to resolve formal complaints through open, respectful, and constructive communication. In most cases, this will involve engaging directly with the relevant tutor or mentor to address and resolve the issue.

A designated member of staff at Lexia Education Services will acknowledge receipt of the complaint within 24 hours and will work towards a resolution that is fair, proportionate, and informed by all available information. Once the investigation is complete, the outcome – including any recommended actions or resolutions – will be communicated to the complainant either in writing and/or by telephone.

Complaints about Lexia internal office staff:

Wherever possible, complainants are encouraged to resolve concerns informally by discussing the matter directly with the relevant member of Lexia's internal office team.

However, we recognise that informal resolution is not always appropriate or possible in every case. To submit a formal complaint, please contact the Company Director, Alex Savva, via email at info@lexiaeducation.co.uk.

Before submitting, please refer to the complaint requirements outlined above to ensure all necessary information is included.

Complaints about Schools or Parents/ Carers

Lexia Education Services encourages complainants to address concerns directly with the school or parent/carer involved, where they feel comfortable doing so. We expect all grievances to be communicated in a respectful, constructive, and considerate manner.

However, we recognise that this approach may not be suitable in all situations, depending on the individual circumstances and the nature of the relationship between the parties. In such cases, we encourage the complainant to contact the Lexia internal office team, who will work to find an appropriate and fair resolution.

Confidentiality

All complaints will be handled with the utmost confidentiality. Information will only be shared with those individuals who are directly involved in investigating and resolving the matter, and only on a need-to-know basis.

Record-keeping

Lexia Education Services will maintain a comprehensive record of all complaints received. This will include details such as the nature of the complaint, the name of the client, the name of the tutor, the relevant date(s) and time(s) of the service(s) in question, and the outcome of the investigation.

Continuous improvement

We are committed to using the information gathered from complaints to continuously improve our services and reduce the likelihood of similar issues arising in the future.

If Lexia Education Services or the complainant feels that a situation has reached a point where continuing an assignment is no longer appropriate or comfortable, we will take steps to amend or adjust the assignment accordingly. Lexia will provide support throughout this process, ensuring that no individual is treated unfavourably as a result of raising a complaint. We view all complaints as valuable opportunities to listen, reflect, and improve.

Any allegation or concern that an employee or associate of Lexia has behaved in a way that has harmed, or may have harmed, a child must be reported immediately to Lexia's Designated

Safeguarding Lead (DSL). All such concerns will be managed in accordance with the procedures outlined in our Safeguarding Policy.