

# Complaints Policy



<b>Policy Date</b>	1st September 2023
<b>Review Date</b>	1st September 2024
<b>Written by</b>	Clare Goode, Paul Goode
<b>Approved by:</b>	<i>C. Goode</i> <i>Paul</i>

Goode Tutoring Ltd is committed to providing you with the best possible service. We know that from time to time things can go wrong and we may not meet your expectations. When this happens we want to know as soon as possible so that we can make things right for you and prevent these things from happening again.

With this in mind please do get in touch so that we can rectify this. You can talk directly to your course tutor, email us at [enquiries@goodetutoring.co.uk](mailto:enquiries@goodetutoring.co.uk) or contact us in writing.

Our address to advise us of any issues is

Goode Tutoring  
Gravel Hill  
Wombourne  
WV5 9HA

When contacting us please provide the following information: Your name, the course you are completing, a description of the complaint, information of who you may have already raised this with, a contact number or email address.

We will always aim to deal with your issues as quickly as possible. Should we need to investigate we will do this quickly and keep informed of the progress. Should the investigation be more complex and need more time for investigation we will inform you.

Once any complaint has been fully investigated we will contact you with the outcome and go through any relevant next steps. We can provide a written explanation if required.

If you are not satisfied with the outcome you can refer this on to the regulators, [OFQUAL](#).