



REP Learning
Chippenham
Telephone: 07881345687
Email: info@replearning.co.uk
Website: www.replearning.co.uk

Complaints Handling Policy

Effective Date: 09-07-2026 | Business Name: REP Learning

Our Commitment

We strive to provide exceptional tutoring services. However, if you are dissatisfied with any aspect of our service—including tutor conduct, lesson quality, communication, or billing—we want to know. We handle all complaints seriously, confidentially, and without bias.

How to Lodge a Complaint

To ensure your complaint is tracked and resolved efficiently, it must be submitted in writing

Email: Send your complaint to info@replearning.co.uk with the subject line "Formal Complaint".

Required Information: To help us investigate quickly, please include:

- The student's name and the assigned tutor's name.
- A clear description of the issue, including dates and times if applicable.
- Any supporting evidence.
- Your desired outcome or resolution.

The Resolution Process

We follow a strict 3-stage process to resolve your concerns:

Stage 1: Acknowledgement (Within 48 Hours)

We will confirm receipt of your complaint in writing within 2 working days.

Stage 2: Investigation (Within 7 Working Days)

We will thoroughly review the details. This may include interviewing the tutor, reviewing communications, or auditing lessons.



REP Learning
Chippenham
Telephone: 07881345687
Email: info@replearning.co.uk
Website: www.replearning.co.uk

Stage 3: Formal Response (Within 10 Working Days)

We will send you a detailed written response outlining our findings, conclusions, and any corrective actions we plan to take.

Appeals Process

If you are not satisfied with our formal response, you can escalate the matter:

Escalation: Reply to the decision email within **7 days** requesting a review.

Final Review: The business owner will independently review the entire case.

Final Decision: A definitive final decision will be issued in writing within **5 working days**.

Continuous Improvement

We log all complaints. This data is reviewed regularly to identify trends, improve tutor training, and update our internal business procedures