**Complaints Policy**

**What should a parent/carer do if they have a complaint?**

The Maths Hub Liverpool aims to work in close partnership with parents/carers to meet the needs of their children and young people and enable them to thrive.

However, if there is any aspect of The Maths Hub Liverpool’s services that does not meet your expectations, I am happy to discuss this with you.

If you feel comfortable communicating this verbally, we can hopefully resolve the issue straightaway.

If we cannot resolve an issue between ourselves and you wish to make a formal complaint, then you do so in writing.

v.uk.

Your complaint will be acknowledged within three days of receipt.

You can expect to receive a written response to your complaint within 30 days.

This will include:

* the outcome of the complaint investigation and
* any action that will be taken.

**What if my complaint is not about the tuition and screening service?**

Issues relating to confidentiality, privacy and/ or data handling should be directed to the [ICO](https://ico.org.uk/make-a-complaint/data-protection-complaints/data-protection-complaints/) (Information Commissioner's Office).

You may find some support and advice for disputes regarding contractual arrangements through [Citizens Advice](https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/).