

COMPLAINTS PROCEDURE

Introduction

Through providing online tuition to schools, Third Space Learning's vision is for every student to be able to access great quality online tuition to help them succeed in, and love, their learning.

Customers are informed that, should they feel at any time that they have reason for complaint or concern regarding the quality-of-service provision, in the first instance they should contact a member of the Support Team or their Account Manager.

If they are still not satisfied, or if they would prefer to discuss their concerns with a manager, the complaint is then raised to the Head of Customer Support who will investigate and contact them directly.

Objectives of the procedure

1. To ensure that a consistent and fair procedure is applied in all instances where a complaint or concern has been raised.
2. To ensure that all teachers feel able to raise their concerns or complaints and are confident that Third Space Learning will endeavour to resolve issues professionally and fairly.

Procedure

Where an oral complaint is made the person receiving the complaint will:

1. Identify himself/herself, listen, record details and determine what the complainant wants.
2. Confirm the details received; and create a case on our CRM where the complaint can be easily tracked
3. Explain the complaints resolution procedure and advise of alternative courses of action.
4. Resolve the complaint immediately if possible or make a commitment to resolve the complaint within a given time frame
5. Follow up the complaint as appropriate e.g provide the complainant with feedback regarding the result of any action taken to resolve the complaint.
6. If the complaint cannot be resolved or the complainant is not satisfied with the result, the complaint is then escalated to Senior management via the Head of Customer Support.

Where a written complaint is made, we will:

1. Immediately confirm receipt of the complaint and ensure the complainant that their complaint/concern is being investigated.
2. Create a case in our CRM where the complaint can be easily tracked.
3. Provide the complainant with written feedback within 24 hours of receiving the complaint regarding the result of action taken by the team member to resolve the complaint
4. If it is not possible to resolve the complaint within 24 hours, provide written acknowledgement of receipt of the complaint and specify the time frame within which the complainant will receive feedback regarding the result of action taken to resolve the complaint.
5. If the complaint cannot be resolved or the complainant is not satisfied with the result, the complaint is then escalated to Senior management via the Head of Customer Support.

Third Space Learning will keep a record of all complaints that we are informed about, including:

- The nature of complaint
- The point at which the complaint was resolved
- Action taken to resolve the complaint.

Correspondence, statements and records relating to individual complaints will be kept confidential.