Complaints procedure

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Introduction

Through providing online tuition to schools, the vision of Third Space Learning (TSL) is for every student to be able to access great quality online tuition safely 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. We provide schools the phone number and email of both the Support team and their Account Manager as well as providing an “in-app” chat facility in our online classroom.

If Customers 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.

If your complaint is about how we use personal information, you can contact our Data Protection Officer, Bryan Tookey, at secretary@thirdspacelearning.com, or complain to the Information Commissioner’s Office (ICO) at https://ico.org.uk.

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 (not safeguarding)

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

1. Identify themselves, 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. (with the aim of resolving complaints within 28 days)
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.

Procedure where child safeguarding is an issue

Third Space Learning is committed to safeguarding children, so we have a separate process for safeguarding issues.

If a child is in immediate danger, the TSL School Team will contact the school directly or, if appropriate, call 999. Anyone worried about a child can also contact the NSPCC Helpline on 0808 800 5000.

A safeguarding complaint would be either:

- a concern that Skye, our AI tutor, any member of staff or a former tutor has said or done something that causes harm, or could cause harm, to a pupil. Examples include bullying, grooming, exposing them to adult material, etc
- a concern that Skye, our AI tutor, or any member of staff has failed to act correctly when a child disclosed a safeguarding issue

The procedure for a safeguarding-related complaint is the same as above, except that safeguarding complaint records are stored separately and not in our CRM, and Third Space Learning's Designated

Safeguarding Officer (DSO) or deputy DSO, will be involved:

- if the complaint is made orally, the TSL employee who takes the call will ask the complainant if they want to speak to the DSO or Deputy DSO and transfer the call to them;
- if the complaint is written, it will be forwarded to the DSO and Deputy DSO to help resolve
- any safeguarding complaint, oral or written, will be investigated and the DSO (or deputy DSO) will communicate the outcome to the complainant and, where the complainant is a school, to the school's designated safeguarding lead (DSL), as far as confidentiality allows while an investigation is under way
- if the complaint is an allegation against a member of staff or a former tutor, TSL will tell the school first. For a serious allegation, TSL expects the school to contact its local authority designated officer (formerly the LADO), or to ask TSL to do so; if that doesn't happen, TSL will contact the local authority itself

Jenni Hoy (Head of Operations) is the DSO for Third Space Learning; her contact details are 0203 771 0096 and jenni.hoy@thirdspacelearning.com.

Candida Crawford (Chief Learning Officer) is the Deputy DSO for Third Space Learning; her contact details are 0203 771 0096 and candida.crawford@thirdspacelearning.com.

If a safeguarding complaint is about the DSO, it will be passed to Tom Hooper, our Senior Lead for safeguarding and child protection, on 0203 771 0095.

If neither the DSO nor the Deputy DSO is available, safeguarding complaints go to a confidential shared mailbox and are escalated to Tom Hooper as CEO & Senior Lead for safeguarding and child protection.

The safeguarding policy and procedures, including the details of how we investigate safeguarding concerns, can be found on our website: https://thirdspacelearning.com/trust-compliance/safeguarding-policy/

Record Keeping

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.

Appeal Procedure

Where the complainant is not satisfied with either the outcome of their complaint or the process, they can appeal in writing to:

Our Company Secretary, Bryan Tookey, at secretary@thirdspacelearning.com.

Bryan will provide a written acknowledgement of the complaint within 5 working days and complete the appeal investigation within 20 working days of receipt of the appeal.