

## **Complaints Procedure for RD Homeschool Online Tuition 2025 - 2026**

At RD Homeschool, we strive to provide high-quality online tuition services and support to all our students and their families. However, we understand that there may be occasions when concerns or complaints arise. We value feedback as an opportunity to improve our services and address any issues promptly and effectively. Therefore, we have established the following complaints procedure:

### **1. Initial Contact:**

- Students or parents who wish to make a complaint should first attempt to resolve the issue directly with their assigned teacher or tutor. Many concerns can be addressed quickly and satisfactorily through open communication.

### **2. Formal Complaint Submission:**

- If the issue remains unresolved or if the complaint is of a more serious nature, the complainant may submit a formal complaint in writing. This can be done by emailing [complaints@rdhomeschool.com](mailto:complaints@rdhomeschool.com) or submitting a complaint through our online contact form on the RD Homeschool website.
- The formal complaint should include details of the nature of the complaint, relevant dates, names of individuals involved, and any supporting evidence or documentation.

### **3. Investigation and Resolution:**

- Upon receiving a formal complaint, the RD Homeschool complaints team will conduct a thorough investigation into the matter.
- The complainant will be kept informed of the progress of the investigation and provided with updates as necessary.
- Depending on the nature of the complaint, additional parties may be involved in the investigation, such as other teachers, administrators, or technical support staff.

### **4. Resolution and Communication:**

- Once the investigation is complete, the complaints team will communicate the outcome of the investigation to the complainant.
- If the complaint is found to be valid, appropriate actions will be taken to address the issue and prevent recurrence.
- If the complaint is not upheld, the reasons for this decision will be provided to the complainant along with any relevant explanations or clarifications.

### **5. Escalation:**

- If the complainant is not satisfied with the outcome of the investigation or the manner in which the complaint was handled, they may request escalation of the complaint to a higher level of authority within RD Homeschool.
- The decision of the escalated review will be final.



#### 6. Record Keeping:

- All complaints received and the outcomes of the investigations will be documented and kept on file for reference and review.

RD Homeschool is committed to addressing complaints in a fair, transparent, and timely manner. We encourage open communication and constructive feedback as we continually strive to improve our services and ensure the best possible experience for our students and their families.

If you have any questions or require further assistance regarding our complaints procedure, please do not hesitate to contact our complaints team at [complaints@rdhomeschool.com](mailto:complaints@rdhomeschool.com). Thank you for your cooperation.