



TotalTuition



ROSEWOOD
INDEPENDENT SCHOOL

*Rosewood Independent School is a trading name of Total Tuition Limited.
This policy covers all students at Total Tuition Alternative Provision and Rosewood Independent School.*

Do you need to make a complaint about your time at Total Tuition / Rosewood?

1. Can your complaint be dealt with by your tutor?

If your complaint is about your lessons, try talking to your tutor. They may be able to solve the problem quickly!

2. Is your complaint about your tutor, or something you are shy to talk about?

You can fill in one of the complaints forms in our main office. You don't have to write your name on if you don't want to, but we might need some more information to help solve your complaint.

3. Is your complaint more serious?

Ask for an urgent meeting with the Headteacher. The Headteacher will listen to your complaint and record what you say, and will act upon it very quickly.

We will always update you on your complaint to reassure you that we are taking it seriously and working to solve the problem.

Remember:

- The more information you give, the easier it will be to solve your complaint. This includes names where possible.

- We are open to hearing how you think the problem could be solved.