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info@gowiselearning.co.uk

GoWise Learning – Complaints Policy

Approved by: Anamaria Blanaru, GoWise Learning CEO & Founder

Review Frequency: Annual

Next Scheduled Review: November 2026

1. Purpose of the Policy

This policy explains how clients, families, tutors and commissioning bodies can raise concerns or complaints about GoWise Learning. We aim to resolve concerns quickly, treat all parties fairly and improve our service through feedback.

2. What Is a Complaint?

A complaint is dissatisfaction with:

- service quality
- tutor performance or behaviour
- communication issues
- administrative errors
- delays or misunderstandings
- unmet expectations

GoWise Learning is a trading name of Moms Academy Limited Registered in England and Wales. Company Number: 15618195



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Safeguarding concerns are **NOT** handled under this policy. They must be reported immediately to the Designated Safeguarding Lead and follow GoWise Learning's Safeguarding & Protection Policy.

3. Who Can Make a Complaint?

- Parents or carers
- Schools or local authorities
- Tutors
- Related professionals

4. How to Make a Complaint

Complaints should be made in writing to:

Director – GoWise Learning

Email: *info@gowiselearning.co.uk*

Phone: *(+44) 7398 693 595*

Include:

- your name and contact details
- a clear description of the issue
- who was involved
- dates/times of what happened
- what outcome you are seeking

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5. Stages of the Complaints Process

*IMPORTANT: Safeguarding concerns must **NOT** go through this Complaints Policy.*

Stage 1 – Informal Resolution

Acknowledgement: within 3 working days

Resolution aim: within 10 working days

Stage 2 – Formal Complaint

If unresolved informally, submit a formal written complaint.

If the complaint is about the Director/DSL:

It will be reviewed by an independent safeguarding professional or external reviewer.

Otherwise, the Director will carry out the investigation.

Acknowledgement: within 5 working days

Formal response: within 20 working days

Stage 3 – Review / Appeal

If the complainant is dissatisfied with the outcome, the matter may be reviewed by an independent reviewer or external body.

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Outcome aim: within 20 working days.

6. Recording and Learning

All complaints are recorded securely and reviewed to identify learning points and improve service delivery.

7. Confidentiality

Complaints are handled sensitively, confidentially, and in accordance with GDPR. Information is shared only with those involved in addressing the complaint.

8. External Escalation

Depending on the issue, the complainant may escalate to:

- Local Authority SEND/Commissioning Team
- Local Authority Designated Officer (LADO) – if the concern involves an adult working with children
- NSPCC
- Police (if criminal matter)
- Ofsted (for safeguarding concerns only)



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9. Unreasonable Behaviour

Unreasonable, abusive or repetitive complaints may result in restricted communication channels.

10. Review Cycle

This policy is reviewed annually or sooner if legislation or statutory guidance changes.