

# TURNAROUND TUITION'S POLICY GUIDE

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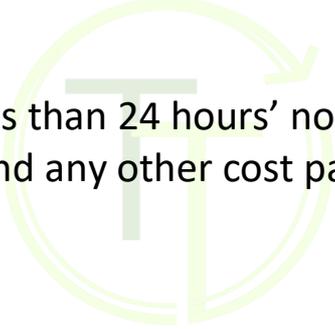
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## Cancellation Policy

1. If you desire to cancel your tuition session, you must convey this request in an email, a message via Facebook or call. This request must explicitly state your desire to cancel your tuition session, and the subsequent details of the tuition session. This request must be done at least 24 hours in advance, this enables Turnaround Tuition to reschedule your session to another time and give appropriate notice to the tutor.

2. If you cancel your tutoring session to 24 hours prior to the session, the original cost paid towards the tutoring session will be credited to your next session.

3. If you cancel within less than 24 hours' notice, the session's non-refundable deposit fee and any other cost paid towards that session will be lost.



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## Deposit Policy

1. As part of booking a tutorial lesson with Turnaround Tuition, a non-refundable deposit must be paid prior to the commencement of the tuition session to lock in a day and time for weekly commencement for the entirety of the term.
2. To secure your desired tutorial time spot payment must be made 72 hours before the tutorial lesson. This non-refundable deposit fee must be paid at least 72 hours in advance to Turnaround Tuition, via bank transfer or direct debit.
3. If the deposit fee is not paid 72 hours prior to the session, your desired tutorial session time will not be held for you. Turnaround Tuition has the right to cancel your tutorial session at their discretion and offer the tutor's available session time to other clients.
4. The deposit fee is the total session cost of one tutoring session (refer to package prices). This will be subtracted from the total package price for that term.
5. Deposit fees are non-refundable and for more information see our cancellations policy.

## Student Conduct Policy

1. Due to the nature of the tutoring interaction the student boundaries should be defined and made explicitly clear. These are a set of rules and expectations that students must conform to, otherwise actions can be taken by Turnaround Tuition in regard to these breaches in conduct.

2. Any communications sent by student/s to tutors must be within business hours. Business hours are Monday to Friday 9:00am-5:00pm.

3. These communications must be sent via email to the tutor, not via text message or any other platform.

4. If asking a question in an email, it must not exceed over 100 words or five minutes to answer. If the question requires more time to answer, then it must be asked in the next tutoring session.

5. Assignment editing questions are not to be asked outside of tutoring sessions. Asking such questions will result in a warning sent to your parents about a breach of student behavioural conduct. Repeated breaching of this policy will result in termination of the student contract without a refund for any pre-paid lessons.

6. Student/s are to come prepared to their lesson. If a student is repeatedly unprepared for lessons, this may result in a written warning to the parents about a breach of conduct in the tutoring sessions.

7. Student/s must finish within five minutes of the allocated time for their session. If the student is finding they need more time to complete their session, then they are to discuss with their tutor about booking more hours. If a student runs more than five minutes later than their allocated finishing time on more than one occasion, then they will be invoiced for the extra time spent tutoring them.

8. Abusive and bullying behaviour towards a tutor or other Turnaround Tuition staff members will not be tolerated. If a student behaves in this manner towards any Turnaround Tuition staff member a formal warning and complaint will be sent via email to the parents. If the behaviour occurs after the formal warning, then tutoring contract will be terminated without a refund.

9. Turnaround Tuition reserves the right to at any time terminate the tutoring contract, due to a breach in student conduct. This will be done via email, to the parents of the student/s.

10. Parents have ten business days to contest the termination of their child's tutoring, from the date they receive the termination email of their tutoring contract. If parents wish to contest the outcome, they must email their case outlining why and the information supporting this. This process will be conducted in alignment with the complaints policy.



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# Complaints Policy

## 1. Objective of the Policy

Turnaround Tuition aims to uphold a business reputation and image within the community. We value complaints as it assists turnaround tuition to improve our service quality within the community.

Turnaround Tuition is committed to ensuring they are responsive and sensitive to the needs of customers by resolving complaints in a timely manner.

This policy has been made to provide guidance to customers and staff on the appropriate conduct for dealing with complaints. Turnaround Tuition is committed to ensuring throughout this process complaints are treated with fairness.

The objective of this policy is to ensure:

- There is a clear process for customers for how complaints are handled.
- Complaints will be treated with fairness and impartial judgement when made by a customer.
- Your personal data is stored in a safe manner throughout this process.
- An appropriate resolution to the complaint is made, having taken into consideration the circumstances and information within the complaint.

## 2. Definition of a Complaint

It is necessary to clarify for the sake of this policy what constitutes a complaint. Complaints must be made only about Turnaround Tuition, and any elements of services they deliver. A complaint constitutes an expression of displeasure, towards an action, event, or aspect of Turnaround Tuition's Service.

## 3. How a Complaint Can Be Made

If you are unhappy with the tuition service offered by Turnaround Tuition, you first should address these issues a member of staff. If for some reason you are unable to complete this step, then a complaint can be made through the following mediums;

- By completing a feedback form after tutoring session
- By Telephoning Turnaround Tuition on (insert phone number)
- By emailing Turnaround Tuition at (insert email)
- Messaging us on Facebook

If a complaint is made verbally and we consider it serious we will ask you to put it in writing.

#### 4. The Information You Need to Tell Us

When investigating the complaint, you have made we will be relying on the information you have provided to us via the accepted complaint mediums. During this process if we require further information, we will contact you to provide further information. Not providing further information will impair the resolution, delay it or the investigation may cease. To investigate the complete in a fair and timely manner, we request the following details:

- Your name and contact details
- The tutor/s you had a tutoring session with
- The nature of the complaint
- Details of any steps you have taken to try to resolve the complaint
- Details of any relevant conversations, with our staff that are relevant to the complaint
- Copies of any evidence that supports your complaint

#### 5. Help When Making A Complaint

Your complaint will be stored and kept on file for future reference and training purposes. Should you need any help or further assistance when your complaint is being investigated feel free to contact **email and phone number**.

#### 6. Recording Complaint

Turnaround tuition will record your details when a complaint is made. These details include but are not limited to name, details of the complaint, location

of complaint, and time of complaint. Any communications made between Turnaround Tuition and the individual/s whom complained will also be recorded. Your personal information will be kept securely on our database, along with your complaint. Your personal details will be actively protected from disclosure unless you express consent to their disclosure.

## 7. Feedback to Customers

Turnaround Tuition is committed to deliver the best possible service to their customers. If a formal complaint is made, it will be treated with the utmost care and attention into the investigation.

We will acknowledge and address your formal complaints within a 72-hour window. Once your complaint has been received Turnaround Tuition will endeavour to undertake a thorough investigation of your complaint/s.

During this investigation, we may require further information and or documentation. If there is a need for further documentation and or information on the complaint made, Turnaround Tuition will email then call you to follow up to explain what is further required.

We are committed to resolving your complaint within ten business days, when possible. When we cannot resolve your complaint within this period, we will email then call to explain why there is a delay in the investigation process.

If we have requested for further information and or documentation and we are still waiting upon this information, we may not be able to resolve the complaint in ten business days. If further information has been requested and sent through email or other acceptable digital mediums according to this policy, we will respond and acknowledge when the complaint is estimated to be resolved.

Once your complaint has been finalised, we will then contact you and inform you of the outcome via email and phone. You have the right to request updates about your complaint, during this process within business hours.

## 8. Our Complaint Process

We will acknowledge within 72 hours the complaint made and indicate whether this complaint will be investigated, along with whether any further information or personal details are needed.

We will review your original complaint, the details that are included and whether any further information or documentation is required. If more information or documentation is needed, we will contact you via email then telephone,

We will investigate within ten business days from receiving and reviewing your complaint, with the information you have given us. If more information has been requested this may further delay the process, along with if we are waiting upon your response for further information or documentation in order to investigate further.

We will indicate our response and the outcome about the complaint and any actions that have been taken, that are relevant for public disclosure, via email and or a call.

We will act and resolve the complaint whenever possible and appropriate to do so, in accordance with our business practices.

We will record your complaint for future reference, training and compliance. All personal details will be stored safely in accordance with our policies.

## 9. When You Complain About One of Our Employees

If your complaint is about a member of staff, it will be treated with confidentiality. During the investigation process your complaint will be investigated in a fair manner. Your complaint will be investigated to determine the relevant information via a variety of mediums such but not limited to as emails, in person conversation, and phone calls.

## **10. Complaints Under Investigation by A Legal Body**

If your complaint is under investigation by a legal body in Australia, or overseas we reserve the right to cease action in relation to the complaint and will follow the direction of the relevant legal body for the complaint.

## **11. Our Complaint Escalation Process**

When a complaint has been lodged in writing, the complaint will either be escalated for investigation or it will not be investigated any further. Turnaround Tuition reserves the right to not investigate complaints, this judgement is at the discretion of the business owners. Complaints are escalated and then investigated based upon the information given during the complaint process. If the complaint made contains insufficient information, and any requests for further information and documentation have not been supplied within a ten-day period the complaint investigation will be dropped.

## **12. Complaint Resolution Process**

Turnaround Tuition will notify via email and a phone call of the outcome of the complaint resolution process. Turnaround Tuition reserves the right to decide upon the appropriate resolution, for the complaint based upon the insights the investigation delivered.