

## Complaints Procedure

Ofsted registration means we are obliged to issue a formal complaints procedure.

Hopefully we can resolve any issues informally by parents speaking to the tutor, or to Mrs Meyer directly however, in case of unresolved issues, they can find the following information useful:

### Formal Complaints Procedure:

There are 3 ways a parent can make a formal complaint:

By phone,  
By e-mail, or in writing

If the complaint is about a tutor, please contact the Centre Director Mrs Jana Meyer

- By phone on 01277 554020
- By e-mail to  
jana@tuitionbrentwood.co.uk
- In writing to:  
Kip McGrath Shenfield  
62,68 & 70 Hutton Road  
Shenfield, CM15 8NB

If the complaint is about the Centre Director, please contact the Kip McGrath UK Head Office in one of the following ways:

- By phone on:
- [01452 382282](tel:01452382282)  
Office hours (Mon – Fri 9am – 5pm)
- By e-mail to:
- ukandirelandheadoffice@kipmcgrath.co.uk
- In writing to:  
Railway House  
Bruton Way  
Gloucester  
GL1 1DG

When you write please give them:

- Full details of your complaint, and
- Your contact information (name, address, day and evening phone numbers and e-mail address)

When a written complaint is received, the Centre Director or Kip McGrath UK Eastern Head Office will:

- Confirm the date it is received
- Fully investigate your complaint and
- Inform you of findings within 20 days of receipt of the complaint.

OFSTED Contact Details:  
Ofsted National Business Unit  
Piccadilly Gate  
Store Street  
Manchester, M1 2WD

Helpline: 0300 123 1231  
Website: [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)