Tutor Complaints Policy

Archived copy of https://staging.sunbeameducation.com/tutor-complaints-policy/. This version was in force until 3 November 2026.

Feedback and complaints from Tutors

We are committed to providing a great platform for our tutors. We value feedback from tutors greatly because it helps us to continually improve our platform. If you do not feel that you are receiving a great service, or that something could be improved, please do tell us about it. If we have fallen short of the high standards we have set for ourselves then we would like the opportunity to learn from it and to put things right.

How to give feedback or make a complaint

Please feel welcome to raise your concerns with Alex Pagett, Sunbeam Education's CEO, as a formal complaint under this policy.

How to make a formal complaint under this policy

To enable us to investigate and provide a thorough response to your concerns, we will need to form a good understanding of the issues. We would welcome hearing from you by email or by post with a brief explanation of:

- Why you feel dissatisfied with the service you have received, or with your experience on the platform.
- How you would prefer to be contacted about your complaint going forward.
- If there is anything in particular that you would like us to do to resolve your complaint.

Please address your concerns to:

FAO: Alex Pagett
Email: *info@sunbeameducation.com*
Address:
AP Tutoring Limited
Brook Cottage
Filkins
Lechlade, GL7 3JQ

If you would prefer not to, or would find it difficult to, send written details of your complaint in this way, please call +44 7557 308376 to speak to Alex Pagett so that we can discuss the best way for you to give us an understanding of your concerns (for example, by phone, in a face-to-face meeting or video call).

What happens after I have made a complaint under this policy?

We will:

- Send a written acknowledgement of your complaint within five working days of receiving it.
- Investigate your concerns diligently, impartially and fairly. This may include reviewing your profile on our platform and related records and discussing the issues with members of our team or our customers with whom you have dealt or are related to your complaint.

- Let you know promptly if we need any further information from you to assist our investigation.
- Write to you to provide a formal Final Response to Complaint setting out the conclusion of our investigation and any proposals to rectify or resolve the matter.
- We will ask you to let us know whether we have succeeded in resolving your concerns and, if you accept any proposals made, we will fulfil the proposals promptly.

There is no fee for making a complaint and we will not charge you for investigating and responding to your concerns.

Do I have to pay your invoice if I am complaining?

Our invoices remain payable regardless of the investigation of any complaint.

However, please be assured that if the outcome of any complaint investigation concludes that any adjustment or reduction in costs should be made, any reimbursement will be paid promptly at that time.

How long will it take?

We will aim to conclude our investigation and provide our Final Response as quickly as possible. Although we will always aim for sooner, the process may take up to eight weeks from receipt of your complaint.

In exceptional circumstances it may be necessary to extend these timescales. If this occurs, we will let you know in writing and will try to agree any variations with you first.

What might the outcome of my complaint be?

We regret any dissatisfaction which our tutors experience and, if our investigation concludes that our service has fallen below our usual high standards, we will not hesitate to apologise. We may also make any proposals that we consider appropriate to resolve or improve your situation. Depending on the circumstances this may include, for example, an offer of compensation, reduced commission fees, further assistance or other proposals. These are only examples and may not be relevant or appropriate in all cases.

We will also take steps internally to ensure that any problems that you have experienced will not reoccur.

What if I remain dissatisfied?

If you remain dissatisfied after receiving our Final Response, or in the unlikely event that you have not received a Final Response within eight weeks of receiving your complaint, you may be entitled to engage in mediation.

Alternative dispute resolution (ADR)

You can request that any dispute between us be referred to one of our preferred independent mediators, which are the TCM Group (https://thetcmgroup.com/). Any such requests should be submitted through the tutor interface. Both you and we must act in good faith when considering any requests for mediation and engaging in any mediation.

We may refuse mediation of a dispute which has previously been mediated if the mediator determined you weren’t acting in good faith in that mediation. We may also refuse mediation of any dispute connected to other disputes in which a mediator has repeatedly found in our favour.

We’ll bear a reasonable proportion of the total costs of any mediation, taking into account all relevant elements of the dispute, as determined by the mediator.