



# Phoenix Learning Centre

## **REFUNDS, CANCELLATIONS AND COMPLAINTS POLICY**

**April 2024** *(Last Review April 2024)*

## **Refunds and Cancellations Policy**

### **Refund Policy:**

At Phoenix Learning Centre LTD, we strive to provide the best possible service to our students. In the event that a lesson is missed, we endeavor to offer an alternative solution rather than issuing a refund. This may include rescheduling the missed lesson, providing supplementary work and online support, or offering a one-off attendance to another service provided by the center. Refunds are only granted in extenuating circumstances, such as medical emergencies or unforeseen personal circumstances, and must be confirmed at the discretion of the manager.

We uphold this policy because when you enroll for a service at Phoenix, you enter into an agreement to attend the allocated sessions, which involves staffing arrangements and operational costs. Therefore, your commitment to attending the scheduled sessions is crucial in maintaining the quality and continuity of our services.

If you wish to cancel your membership or will be absent for an extended period, you have the option to freeze your subscription at 25% of the regular cost. This ensures fairness to other potential students who may benefit from your vacated space.

To initiate a cancellation, you must provide a notice period of four weeks if paying weekly or two weeks if paying monthly, prior to your payment date. For instance, if your payment date is on the 20th of each month, you must notify us two weeks before this date. This allows us to adjust our billing system accordingly and prevent any complications. Additionally, we require a reason for your cancellation to help us improve our services and address any concerns you may have.

We appreciate your understanding and cooperation regarding our refund policy. Should you have any further questions or require assistance, please do not hesitate to contact us.

# **Complaints Policy**

## **Introduction**

Phoenix Learning Centre LTD is dedicated to providing a safe and nurturing environment for children in compliance with Ofsted regulations and the Early Years Foundation Stage (EYFS) requirements. We value the input of parents, carers, and stakeholders in ensuring the quality of our services. This Complaints Policy outlines the procedures for handling concerns and complaints in accordance with Ofsted regulations.

## **Purpose**

The purpose of this Complaints Policy is to establish a transparent and fair process for addressing concerns and complaints raised by parents, carers, or stakeholders. We aim to maintain open lines of communication, resolve issues promptly, and continuously improve our services.

## **Procedure for Handling Concerns and Complaints**

Phoenix Learning Centre LTD has implemented the following procedure for addressing concerns and complaints:

### **Reporting a Concern or Complaint:**

Parents, carers, or stakeholders with concerns or complaints are encouraged to first discuss the matter with the relevant staff member, such as the key worker or the manager. Many issues can be resolved through open communication and discussion.

If the concern or complaint is not resolved to the satisfaction of the complainant or if they prefer not to discuss it directly with the staff member involved, they may escalate the issue to the Centre Manager.

Concerns and complaints can be submitted in writing or via email to the Centre Manager.

## **Record Keeping:**

All concerns and complaints, whether verbal or written, will be recorded in writing. This record will include the nature of the concern, the date it was received, and any actions taken.

Written complaints will be acknowledged within 2 working days of receipt.

## **Investigation:**

The Centre Manager will investigate the complaint promptly and impartially. This may involve speaking with the parties involved, reviewing relevant documents, and gathering information as necessary.

## **Notification of Outcome:**

A written response detailing the outcome of the investigation will be provided to the complainant within 28 days of receiving the complaint.

## **Resolution and Action:**

If the complaint is upheld, Phoenix Learning Centre LTD will take appropriate action to address the issue and prevent its recurrence.

## **Review:**

We will ask the complainant if they are satisfied with the resolution. If they remain dissatisfied, they may escalate their complaint to Ofsted. Details on how to contact Ofsted will be provided.

## **Confidentiality:**

Phoenix Learning Centre LTD will treat all complaints with the utmost confidentiality, disclosing information only to those directly involved in the resolution process.

## **Accessibility:**

Details on how to contact Ofsted will be made available to parents and carers. Additionally, we will notify parents and carers if we are to be

inspected by Ofsted and provide copies of the inspection report to parents and carers of children attending regularly.

**Review and Updates:**

This Complaints Policy will be reviewed annually to ensure it remains in compliance with Ofsted regulations and EYFS requirements.

Phoenix Learning Centre LTD is committed to fostering a positive and collaborative relationship with parents, carers, and stakeholders, and we encourage open communication to maintain the highest standards of care and education for the children in our care.