Become a Genius Tuition
Complaints Policy

Effective from: **27/10/2026** Valid until: **26/10/2027**

Introduction

We've written this Policy to explain, in simple terms, how you can make a complaint to us, what will happen if you do make a complaint or if you're involved in a complaint, and how we will try and resolve the complaint.

How to make a complaint

If you're registered with us as a client, parent or student, it's best to talk to your tutor about your issue in the first instance. They might be able to help resolve it informally.

If you do need to make a formal complaint or you're not registered with us, you can submit a formal complaint by completing a Complaint Form. You can find this on our website at: https://www.becomeagenius.co.uk/complaint-form

We can only accept formal complaints submitted via the Complaint Form. If you don't use this form, we unfortunately won't be able to respond to your complaint.

Please provide **as much detail as possible** about what happened and let us know what you'd like us to do to resolve the issue. If anyone else is involved, you will need to give us their names if you have them.

We don't allow anyone to upload files through the Complaint Form for security reasons, so we'll ask you to provide any supporting evidence you have separately by email.

Can I make a complaint on someone else's behalf?

In general, we can only accept complaints about something that's affected you. You can't make a complaint on someone else's behalf unless they're using our services and you're directly associated with them – for example, if you're the parent of one of our students.

Timeframes for handling complaints

We will aim to provide an initial acknowledgement of your complaint within **7 days**, and to resolve the complaint within **28 days**.

However, it may not always be possible for us to respond within these timelines, depending on the complexity of the complaint and how many people are involved.

If your complaint leads to us identifying potential criminal activity or a safeguarding concern, we will have to report this to the relevant authorities, which might mean it takes us longer to resolve your complaint.

What happens after you make a complaint

We'll acknowledge your complaint by email and ask you to send us any supporting evidence you have, such as photos, videos, documents, etc.

Remember – it's up to you to back up any allegations you make with supporting evidence.

We'll then begin to investigate the complaint to establish what happened and what we need to do to resolve the complaint. We'll consider the details and evidence you've given us, and any relevant evidence we have on our systems. Anyone you've named in the complaint will be given the chance to respond, and we'll consider their submissions and evidence too.

Once we've considered all of the evidence and submissions, we'll decide how the complaint should be resolved. This is covered in the section '*Resolving the complaint*' below.

We will contact you if we need any more information from you. If we ask for additional information, **please make sure you provide it as soon as you can**. If you don't, we might have to dismiss your complaint.

You **must** treat any personal data you obtain via the complaint in **strict confidence**, and not share it with anyone without their consent or use it for anything other than helping us to resolve the complaint.

Do **not** contact anyone else involved in the complaint directly – always go through us.

If you're named in a complaint

If you're named in a complaint, we will write to you **by email** to let you know. We'll tell you who has made the complaint and the allegations they've made against you.

You have a right to respond to any allegations made against you. We'll invite you to send a written statement to us by email giving your view on what happened with regards to the events mentioned in the complaint, and will usually give you **7 days** to send this statement.

If you decide to give us a statement, please include **as much detail as possible** about what happened, and include any **supporting evidence** you have, such as photos, videos, documents, etc.

If you're under 18, you can authorise your parents to submit a statement on your behalf. We'll treat this as if you submitted the statement yourself.

You don't have to give us a statement if you don't want to.

Using AI to make or respond to a complaint

Please note that using AI to produce any part of any submission you make relating to a complaint is **strictly prohibited**. This includes the complaint itself, any statements you give in response to a complaint, and any supporting evidence which you provide to us.

If we suspect that you've used AI to produce something that you've provided to us, even partially, we will declare it **null and void**, and won't consider it when we make our final decision on how we're going to resolve the complaint.

Resolving the complaint

Once we've reviewed your complaint, any statements we've been given and any evidence we have, we'll make a decision as to how we're going to resolve the issue and any action we're going to take.

We'll send you and anyone you've named in the complaint a **Decision Document** by email. This will contain details of:

- Your original complaint and supporting evidence
- Any statements from people you've named in the complaint and their supporting evidence
- What we think has happened
- How we're going to resolve it
- Any action we're going to take against anyone involved in the complaint
- The reasons for our decision

We will close the complaint once we've issued the Decision Document. For security reasons, we will usually refer to anyone you've named in the complaint with a pseudonym, such as 'Student A'.

Our decision is final.

Complaints we can't process

We won't be able to act upon your complaint in certain situations, such as if:

- We can prove it's false.

- You make unauthorised contact with anyone you've named in the complaint.
- You misuse any personal data you've obtained through the complaint.
- You aren't associated with the person you're complaining on behalf of.
- You ask us to delete or restrict your personal data, object to its use by us or withdraw your consent for us to use it.
- You don't provide supporting evidence and/or information when we ask for it.
- The complaint is about something which has nothing to do with our services or isn't something we can do anything about.
- You've named people in your complaint who aren't associated with us.
- You use AI to generate all or part of your complaint.

More information

You can find full details of our terms and conditions for handling complaints in our Legal Scheme for Complaints, which is available on our website at: https://www.becomeagenius.co.uk/complaints-legal-scheme

If you have any questions about this Complaints Policy, you can contact us using the details below:

Email: info@becomeagenius.co.uk

Mobile/WhatsApp: 07866 395077 (*if calling from outside the UK dial +44 7866 395077*)

Alternatively, you can use the contact form on the Contact page of our website at: https://www.becomeagenius.co.uk/contact