



AW Virtual Tuition Complaints Policy

AW Virtual Tuition aims to have a comfortable, safe, supportive, and respectful learning environment for all students and staff. Every effort has been made to provide courses with excellent content, delivery and guidance.

We hope it will never be necessary for a complaint to be made, however should the need arise please send a written description of the nature of your complaint to: angela@awvirtualtuition.co.uk with the subject reading 'AW Virtual Tuition Complaint'.

Please give as much detail as possible regarding the complaint including any names, dates, times etc.

On receipt of any complaint, you can be assured it will receive our full attention and you will be contacted by AW Virtual Tuition to discuss the issue and every attempt will be made to resolve the complaint.

If your complaint is in relation to a child protection issue, please see out Safeguarding Policy which is available on request or from the policies page on the website: awvirtualtuition.co.uk