

# Sam's Learning Lab

## Complaints & Appeal Process

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### Step 1: How to Raise a Concern

At Sam's Learning Lab, we value open communication and aim to resolve any issues quickly and fairly. You can contact us in whichever way feels most comfortable:

- **Email:** Info@samslearninglab.com
- **Phone:** 07577 993490
- **Online Form:** Available on our website under the **Contact Us** section.

**When raising a concern, please include:**

- Your name and contact details.
- The nature of the concern.
- Any relevant specifics (e.g., session date, tutor name, or specific subject area).

### Step 2: What Happens Next

- **Acknowledgment:** We will acknowledge your concern within **3 working days**.
- **Review:** Your message will be reviewed by a senior member of our team—usually the Head Safeguard Lead or the Operations Manager.
- **Clarification:** We may reach out for further information or a brief discussion to ensure we fully understand the situation before taking action.

### Step 3: What to Expect

- **Resolution:** We aim to resolve most concerns within **5 working days** of our initial acknowledgment.
- **Outcome:** You will receive a formal response outlining any actions taken, adjustments made to our tutoring approach, or suggested next steps.
- **Appeal:** If you are not satisfied with the outcome, you may request an appeal. This will be reviewed by a different senior team member to ensure an impartial second perspective.
- **Professionalism:** All feedback is treated with absolute respect, discretion, and a genuine desire to enhance our educational support.

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## Our Commitment

We view every concern as an opportunity to grow, learn, and strengthen the support we provide to our students. Whether it is a minor misunderstanding or a more complex issue, we promise to respond with **care, clarity, and professional integrity**.