



Complaints

If you feel you've been unfairly treated by us in any way, then we'd like to help make things better.

We want to listen to your concerns.

You can be heard by:

- Talking to your teacher or another adult you trust
- Asking for a special 1:1 session with any member of staff you trust to talk things over

We will act within 24 hours to try to sort out your worries.

Still worried?

You may feel that the matter is so important that you want to take it further. What do you do?

If the matter is not dealt with to your satisfaction, you can put it down in writing and we'll discuss it with your base school or parents to try to sort things out. This will be within one week of receiving your complaint.

Just email one of us at Apricot HQ:

jodie@apricotlearningonline.co.uk

amy@apricotlearningonline.co.uk