

Parent & Student Communications Policy

Learn to Shine Education Ltd

Last updated: August 2025

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1. Policy Statement

At Learn to Shine Education Ltd (LTS), we value clear, respectful, and timely communication between our tutors, students, and families. This policy outlines how we communicate, handle concerns, and maintain professional boundaries to ensure the best outcomes for learners.

2. Scope

This policy applies to all communication between parents, students, tutors, and the Learn to Shine Education Ltd administration team.

3. Communication Principles

We are committed to:

- Open, two-way communication with families.
- Responding to messages in a timely and professional manner.
- Ensuring communication methods are accessible and appropriate.
- Respecting the privacy and time of both tutors and families.

We encourage positive relationships built on mutual respect, clarity, and a shared focus on student progress.

4. Methods of Communication

- Primary Contact: All official communications will be sent from customerservice@learntoshine.co.uk or hello@learntoshine.co.uk
- Tutors may contact parents via email or messaging platforms linked to our Google drive or WhatsApp.

- Urgent messages or reminders may be sent by text where appropriate.
- Session links and calendar invites are shared via Google Calendar.
- Phone calls may be arranged by appointment.

5. Communication Boundaries

To ensure respectful and effective communication:

- Tutors are not expected to reply to messages outside working hours.
- We ask families to avoid contacting tutors directly via social media and vice-versa.
- All safeguarding concerns must be raised with the Designated Safeguarding Lead (DSL), not discussed solely with the tutor.
- Inappropriate, aggressive, or persistent messaging may result in restricted communication routes.

6. Feedback & Resolution Procedures

We welcome constructive feedback to help us improve.

- Informal feedback can be shared directly with tutors or emailed to customerservice@learntoshine.co.uk with the subject line "Feedback & Resolution - [Student Name]".
- Tutors will pass on praise or concerns to the senior team.
- For more formal matters, please follow our Complaints Process below.

7. Complaints Process

If you are dissatisfied with any part of your experience, we will work with you to resolve it quickly and fairly.

Stage 1 – Informal Resolution

- Raise your concern with the tutor (if appropriate) or email customerservice@learntoshine.co.uk, with the subject line "Complaint - [Student Name]"
- We aim to respond within 3 working days.

Stage 2 – Formal Complaint

- If unresolved, email your complaint to the Director, including full details and any supporting evidence.
- A response will be given within 14 working days, with a proposed resolution.

Stage 3 – Review

- If you remain unsatisfied, your case may be reviewed by an external advisor.
- This stage is only used in exceptional cases and is final.

We treat all complaints seriously and confidentially.

8. Expectations of Parents & Students

We ask families to:

- Keep us informed of any changes to availability, contact information, or student needs.
- Share relevant feedback or concerns early, so they can be addressed quickly.
- Support their child's learning outside of sessions where possible.
- Model respectful communication with tutors and staff.

9. Tutor Responsibilities

Tutors are expected to:

- Provide clear session summaries or feedback.
- Communicate respectfully and professionally at all times.
- Refer any unresolved issues to the management team promptly.
- Keep their calendar schedules up to date and correct.

This policy is reviewed annually to ensure it reflects best practice and supports the ongoing success of our learners.

Next review date: August 2026

Reviewed by: Katie M Director