Customer Care Policy

Archived copy of https://sunbeameducation.com/customer-care-policy/ as published on 4 November 2026.

Customer Care Policy

Tutors are committed to providing an excellent standard of service to their clients. Tutors value feedback greatly because it helps them to continually improve their sessions and service. If you do not feel that you are receiving excellent client service, or that something could be improved, please do tell the tutor about it. If they have fallen short of the high standards they have set for themselves, then they would like the opportunity to learn from it and to put things right.

The role of the Sunbeam Education platform

The Sunbeam Education platform's service is connecting customers with tutors. Sunbeam Education are separate people from the tutors, delivering a separate service.

A separate contract applies between you and tutors when you book sessions, namely the Tutoring Services Contract Terms *https://sunbeameducation.com/tutoring-services-contract-terms.* (https://sunbeameducation.com/tutoring-services-contract-terms)

Because Sunbeam Education is not the person delivering the tutoring sessions to you, Sunbeam Education is not responsible for the tutors, or issues arising from or in connection to the tutoring sessions.

Although Sunbeam Education expects tutors to follow this customer care policy, Sunbeam Education does not warrant or guarantee that it will be followed. This does not limit your statutory rights as a consumer in relation to the tutor.

What if the tutor has done something really bad

If you believe that the tutor has done something really bad, for example acted in a way that goes against our Acceptable Use Policy *(https://sunbeameducation.com/acceptable-use-policy)* (https://sunbeameducation.com/acceptable-use-policy) please contact Sunbeam Education as soon as possible using any of the below details:

FAO: Alex Pagett
Email: *info@sunbeameducation.com*

Phone: +44 7557 308376
Address:
AP Tutoring Limited
Brook Cottage
Filkins
Lechlade, GL7 3JQ

How to give feedback or make a complaint about a tutor

Please feel welcome to raise your concerns directly with the tutor that you are dissatisfied with, as a formal complaint under this policy.

How to make a formal complaint under this policy

To enable the tutor to investigate and provide a thorough response to your concerns, we will need to form a good understanding of the issues. The tutor would welcome hearing from you via the Sunbeam Education platform:

- Why you feel dissatisfied with the service you have received.
- If there is anything in particular that you would like us to do to resolve your complaint.

What happens after I have made a complaint under this policy?

The tutor has agreed that it will:

- Send a written acknowledgement of your complaint within five working days of receiving it.
- Investigate your concerns diligently, impartially and fairly. This may include reviewing your profile file and related records.
- Let you know promptly if they need any further information from you to assist their investigation.
- Write to you to provide a formal Final Response to Complaint setting out the conclusion of their investigation and any proposals to rectify or resolve the matter.
- The tutor will ask you to let them know whether they have succeeded in resolving your concerns and, if you accept any proposals made, they will fulfil the proposals promptly.

Do I have to pay for tutoring sessions if I am complaining?

Tutoring sessions remain payable as usual, regardless of the investigation of any complaint.

However, please be assured that if the outcome of any complaint investigation concludes that any adjustment or reduction in fees should be made, we would expect any reimbursement to be paid promptly at that time.

How long will it take?

Tutors are expected to conclude their investigation and provide their Final Response as quickly as possible. Although they should always aim for sooner, the process may take up to eight weeks from receipt of your complaint.

In exceptional circumstances it may be necessary to extend these timescales. If this occurs, they should let you know in writing and will try to agree any variations with you first.

What might the outcome of my complaint be?

We regret any dissatisfaction which customer experience and, if our investigation concludes that a tutor’s service has fallen below their usual high standards, we expect them to not hesitate to apologise. They may also make any proposals that we consider appropriate to resolve or improve your situation. Depending on the circumstances this may include, for example, an offer of compensation, reduced fees, further assistance or other proposals. These are only examples and may not be relevant or appropriate in all cases.

They should also take steps internally to ensure that any problems that you have experienced will not reoccur.

What if I remain dissatisfied?

If you remain dissatisfied after receiving our Final Response, or in the unlikely event that you have not received a Final Response within eight weeks of receiving your complaint, you may be entitled to engage in mediation.

Alternative dispute resolution (ADR)

You can request that any dispute between you and tutors be referred to the TCM Group (*https://thetcmgroup.com/*), or any other mediator as you both agree. Any such requests should be submitted through the tutor interface. Both you and the tutor must act in good faith when considering any requests for mediation and engaging in any mediation.