

purple ruler

to the highest level

Do you have a complaint or concern about something at **Purple Ruler**?

Speak informally to **the relevant member of staff** at Purple Ruler and explain the situation.



Is your complaint resolved?

YES

Nothing more needs to be done.

NO

Explain your concerns in writing to **Daniel Demarmels, the Managing Director**, who will acknowledge within 5 working days and inform of the outcome within 28 days.

Is your complaint resolved?

YES

Nothing more needs to be done.

NO

Appeal for a third party review by explaining your concerns in writing to **Tribal Group**, which works with the DfE to quality assure NTP Tuition Partners.

There is no further recourse if your complaint cannot be resolved by a third party review.