

Our behaviour policy is very simple. We provide a tutoring service in a relaxed and student friendly manner.

The tutors and the students have the right to feel safe from physical and mental harm, so if anything occurs that the tutor or the student feels upset about they must put their concerns in an email and send it to

<u>brightermindsbroadstone@gmail.com</u> or call 07900272321 if it is an emergency. Putting your concerns in writing allows a paper-trail, which is important for safeguarding.

Our rooms have an open-door policy, so no student is locked into a room, they have the right to walk out and walk into another tutor's room if they are feeling anxious or troubled in any way.

In the event of a tutor feeling that their student is struggling academically or emotionally, then we will always contact the parent(s) to make them aware. Honesty is the key here.

The tutor/student relationship must work on a personal level for progress to be made. We never get offended if we aren't the right fit for your child, there are many great tutoring companies out there so make sure you find the right fit.