



The Tender Tutor has the **responsibility** to:

- Provide a quality experience which makes children and parents feel important, listened to, cared about, and empathised with
- Give feedback to parents about their child/ren's progress
- (Academic) Provide an educational experience which is focused on confidence and progress. If a child is not making progress within a reasonable amount of time, The Tender Tutor must make the parent/guardian aware
- Be honest and open if she feels she can not help you

The Tender Tutor has the **right** to:

- be paid in advance of a session
- ask for information before a session so that it can be well prepared
- make a parent aware that progress is affected by irregular attendance
- refuse a client without justification
- be treated with respect
- request to change the date or time of a session if necessary
- alert authorities if a child or parent is deemed to be in serious danger (UK Child Protection)

## Your Rights

**You and/or your child have the right to:**

- expect a high quality service as set out on the website
- expect all personal information to be held in confidence\*
- expect to be treated with respect and sensitivity
- be told if your child is not making progress after a reasonable amount of time
- give The Tender Tutor immediate feedback if you are not happy about something, and have that feedback taken seriously
- rearrange an appointment up to 24 hours before schedule

\* Important: The Tender Tutor will never share your personal information without your permission, as per GDPR rules. **However**, if you/your child express/es that they are in danger, the relevant authorities may be alerted to ensure they are safe as per Child Protection Guidelines.

\* Important : While Angela provides emotional support, she is not a qualified or registered Counsellor. She has a Diploma in Counselling Children and Adolescents (NCFE Level 5), is a trained Rainbows Grief Facilitator, and has 20 years' experience of working with children and families in UK, overseas, state and private schools. She keeps her training up to date in order to support a emotional, social and educational issues.

## Your Responsibilities

**You and/or your child have the responsibility to:**

- book a session at least 24 hours in advance so it can be prepared well
- pay for your session at least 24 hours in advance – sessions which are not paid for will not be held
- provide any necessary information that The Tender Tutor needs to prepare a quality session (academic or emotional)
- be on time – sessions which start late will still end at the same finish time as planned
- attend your session – forgotten sessions will not be refunded
- commit to regular bookings as far as possible so that your child experiences incremental and sustainable progress

**DISCLAIMER: The Tender Tutor is not responsible for the safety of children.** While every care to look after a child's wellbeing will be taken, **parents are still responsible for their children's safety, even if they choose to leave their child with Angela for the duration of the session.** By booking, you agree to this important condition.