



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

- Provide a quality experience which makes children and parents feel important, listened to, and cared about
- 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 at least 48 hours 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 by both parents and children
- 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)
- stop sessions and give a slot to another family if parent or child responsibilities are not met

Updated December 2023

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

* 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 emotional, social and educational issues.

Your Responsibilities

You and/or your child have the responsibility to:

- book a session at least 48 hours in advance so it can be prepared well
- pay for your session at least 48 hours in advance – sessions which are not paid for will not be held. Should your session be on a Monday, payment needs to be received by noon the preceding Friday.
- provide any necessary information that The Tender Tutor needs to prepare a quality session (academic or emotional)
- be on time – sessions which start late still end at the same finish time
- attend your session – forgotten sessions will not be refunded
- commit to regular bookings so that your child experiences incremental and sustainable progress
- ensure children are not dropped off for lessons if they are unwell – online alternatives will be arranged for them if possible
- communicate and behave respectfully
- give 2 weeks' notice before finishing sessions with The Tender Tutor so that others may benefit from the slot

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.** Parents must be in the vicinity, accessible by phone, and have their phone switched on in case of emergency.

By booking, you agree to the rights and responsibilities listed. Thank you