



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

- Provide a quality experience which makes children and parents feel important, listened to, cared about, understood, and empathised with
- Give feedback to parents about their child/ren's progress
- (Academic tutoring) Provide an educational experience which is focused on academic 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 bookings
- 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 feedback if you are not happy about something, and to have that feedback taken seriously
- cancel an appointment up to 24 hours before schedule
- rearrange an appointment up to 24 hours before schedule

* Important: The Tender Tutor will never share your personal information with anyone 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 that they are safe.

* Important : While Angela provides emotional support for children and parents, she is not a qualified Counsellor. Angela has a Diploma in Counselling Children and Adolescents (NCfE Level 5), is a trained Rainbows Facilitator for Children, and has 20 years' experience of working with children and families in UK, overseas, in state and private schools. She keeps her training up to date and relevant in order to deal with a wide range of 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 that The Tender Tutor can prepare your session well
- pay for your session 24 hours in advance of the session – 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
- remember to attend your session – forgotten sessions will not be refunded
- commit to regular bookings as agreed so that your child experiences incremental and sustainable progress

It is also very important to note that in all face-to-face sessions, **The Tender Tutor is not responsible for the safety of children**. While The Tender Tutor will take every care to look after a child's wellbeing, **parents are still responsible for their children's safety** and should be on-site. By booking, you agree to this condition. Thank you