



# Complaints Procedure

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# TTC Group Complaint Procedure

## Introduction

TTC aims to offer you the best customer journey possible, if you feel we have not achieved this then please let us know. We want to try and resolve your complaint and will work with you to resolve your complaint as quickly as possible.

## Our Standards for Handling Complaints

- We treat all complaints seriously, whether they are made by letter, email, online or through social media
- You will always be treated with courtesy and fairness. We do ask that you will also be courteous and fair in your dealings and communication with our staff as we work to resolve your complaint
- We will treat your complaint in confidence
- All complaints are handled in accordance with our British Standards Institute ISO:9001 Quality Management System
- We will always work to achieving our complaint timescales identified throughout this policy, aiming to deal with your complaint promptly
- We will compile and share a summary report of our complaint data on a quarterly basis with each contracting organisation/authority, identifying the number of complaints received and the number of complaints upheld

## What is Not Covered by Our Complaints Procedure

To ensure that each complaint is handled as effectively as possible, the following are not covered by our Complaints Procedure:

- Matters that have already been fully investigated through this Complaints Procedure
- Anonymous complaints
- Threatening, abusive or offensive comments/language
- Persistent and/or vexatious complaints
- Dispute Resolution (covered by a separate TTC Procedure)
- Subject Access Requests and Data Privacy queries (covered by a separate TTC Procedure)
- Complaints about access to information where procedures and remedies are set out in legislation, for example, the General Data Protection Regulation 2018

## How to make a complaint

If you have reason to make a complaint, there are three ways to contact us.

### 1. By e-mail to any of the following: [complaints@ttc-uk.com](mailto:complaints@ttc-uk.com)

Please complete the **Appendix 01 Complaints Form** which can be found in the final section of this procedure document, capturing as many details as possible to support your complaint, including:

- Full Name
- Postal address, including postcode
- Preferred contact telephone number
- Email address
- Identify your preferred method for us to communicate with you regarding your complaint

Your email will be acknowledged within 24-hours\* of receipt and responded to within 7 working days.

*\* (excludes Sundays and Bank Holidays)*

### 2. By Post

You can write to us at:

Freepost RRAY-YEEE-XHZJ  
Complaints  
TTC Group  
Hadley Park East  
Hadley  
Telford  
Shropshire  
TF1 6QJ

Please complete the **Appendix 01 Complaints Form** which can be found in the final section of this procedure document, capturing as many details as possible to support your complaint, including:

- Full Name
- Postal address, including postcode
- Preferred contact telephone number
- Email address
- Identify your preferred method for us to communicate with you regarding your complaint

Your letter will be acknowledged within 24-hours\* of receipt and responded to within 7 working days.

*\* (excludes Sundays and Bank Holidays)*

### **3. Online and Social Media Posts**

Recognising that TTC operate several different social media channels as well as online methods to communicate with TTC such as our Live Web Chat facility, we will always aim to respond to online complaints in a timely manner.

In instances where issues or a complaint is made through any of our online channels, so we can appropriately handle each complaint in confidence, we will initially engage with the client using the appropriate private messaging facility for each platform, obtaining the client's contact details along with any other pertinent information. TTC aims to acknowledge the comment within 24-hours\* of receipt, signposting to follow our Complaints Procedure, formalising their complaint by email or by post.

*\* (excludes Sundays and Bank Holidays)*

Please note that due to the confidential nature of a complaint, once we have responded to the online post, depending on the nature of information contained within the online post, TTC may decide to remove the comment/online post from public visibility.

## **Stages of the Complaints Procedure**

### **Stage 1 – How Can We Help?**

You may have a concern, issue or question either about booking a course with TTC, or a query about a course that you have already booked? This may not necessarily be a complaint and be something which TTC will be able to support you with immediately.

We will always try to help answer any questions and address any concerns that you may have. To allow us to help you in any way, please feel free to contact TTC:

- Online and via Live Web Chat at <https://thettcgroup.com>
- Call 0330 024 1805
- Online Contact Us webform at <https://thettcgroup.com/contact-us/>
- Via social media channels such as Twitter and Facebook

### **Stage 2 – Registering a Complaint**

If we haven't been able to help you, or you wish to make a complaint about an aspect of TTC's service that you were not satisfied with, full details of our Complaints Procedure can be found by visiting:

<https://thettcgroup.com/about/complaints-procedure/>

All complaints are taken seriously and are handled in accordance with our British Standards Institute ISO:9001 Quality Management System.

Should you choose to register a complaint with TTC, you will receive an acknowledgement within 24-hours\* of receipt of your complaint, advising who will be dealing your concern.

*\* (excludes Sundays and Bank Holidays)*

We aim to have investigated your concern and reply to your complaint within 7 working days of receipt of your complaint. Some complaints may take longer to fully investigate. In such cases, we will contact you to advise as such, confirming an appropriate date where we will reply to you.

### **Stage 3 – Contesting Your Complaint Response**

Having fully investigated your complaint, TTC aims to ensure that you are satisfied with our findings and any proposed remedial actions to be taken. If however, you are not fully satisfied with how your complaint has been handled, you are entitled to contest your complaint response by following our Complaints Procedure which can be found by visiting:

<https://thettcgroup.com/about/complaints-procedure/>

A complaint must be contested within 28 days of receipt of your complaint response.

Should you choose to contest your complaint response, you will receive an acknowledgement within 7 working days of receipt of your complaint, confirming that a review of your complaint will take place.

We aim to have investigated your concern and reply to your complaint within 14 working days of receipt of your complaint. Some complaints may take longer to fully investigate. In such cases, we will contact you to advise as such, confirming an appropriate date where we will reply to you.

### **Stage 4 – Complaint Escalation**

If you are still not satisfied with how TTC has addressed your concern, having completed Stages 1, 2 and 3 of our Complaints Procedure, we would value your thoughts and ask that you share your concerns by escalating your complaint with us.

You can request that your complaint be escalated by following our Complaints Procedure which can be found by visiting:

<https://thettcgroup.com/about/complaints-procedure/>

A complaint must be contested within 28 days of receipt of your complaint response. You will receive an acknowledgement within 7 working days of receipt of your complaint, confirming that a review of your complaint will take place.

Escalated complaints are referred to the Director of Client Services, who will perform an audit on all previous complaint actions and provide a final response to your complaint.

We aim to have investigated your concern and reply to your complaint escalation within 14 working days of receipt of your escalation. Some escalated complaints may take longer to fully investigate. In such cases, we will contact you to advise as such, confirming an appropriate date where we will reply to you.

## **Comments**

Quality of service is an important measure of the effectiveness of our service to members of the UK public, as well as how we effectively service the requirements of our contracted Authorities. Therefore, learning from complaints is a good way of helping to improve and develop the way that TTC Group works. As well as learning from your complaints we are also interested in other ideas you may have on how we might do things better.

You can make your comments by emailing or writing to us. We will use your comments to help improve our service and the way we do things. However, the 4 Stage procedure outlined above does not apply to comments.

## **Unreasonable Behaviour**

All complaints will be processed in accordance with this policy. However, during this process, staff may have contact with unreasonable complainant behaviour and unreasonably persistent complainants.

Unreasonably persistent complainants are defined as:

*Those who, because of the frequency or nature of their contact with an authority/organisation, hinder the authority/organisation's consideration of their or other people's, complaints.*

## **Recording complaints**

We will electronically record all complaints we receive so that we can monitor the types of problems, the best way to resolve them and the time/resource taken to manage each complaint. This information helps us to review and identify how we can improve our own service delivery.

We will handle your information in line with all UK and EU data protection legislation, for example the General Data Protection Regulation 2018. All electronic data is managed, processed and securely stored in accordance with our British Standards Institute ISO:9001 Quality Management Systems and ISO:27001 Information Security Management Systems.

# Appendix 01 – Complaints Form



To formally register a complaint with TTC, please provide the following information in the table provided below:

**Full Name:**

**Address:**

**TTC Reference Number:**

**Driving Licence Number:**

**Telephone Number:**

**Email Address:**

**Date of Complaint:**

**Are you a TTC client or a Third Party?**

<b>Details of Course:</b>	<b>Do you have a course booked?</b>	YES / NO
	<b>Have you already attended the course?</b>	YES / NO
	<b>Course names / type:</b>	

**Reason for Complaint:**

**Details of Complaint:**

## How to Submit Your Complaint

### Email

An editable version of **Appendix 1 Complaints Form** is available to download and complete via the Complaints section of TTC's website:

<https://thettcgroup.com/about/complaints-procedure/>

Once the template has been completed with as much detail as possible, please return by attaching the completed Appendix 1 document to an email to [complaints@ttc-uk.com](mailto:complaints@ttc-uk.com)

### Post

Print a copy of Appendix 1 Complaints Form and complete using either a blank or blue ink pen, using the space provided to outline your complaint in a clear to understand handwriting.

Once the template has been completed with as much detail as possible, please return by posting the completed Appendix 1 document to:

Freepost RRAY-YEEE-XHZJ  
Complaints  
TTC Group  
Hadley Park East  
Hadley  
Telford  
Shropshire  
TF1 6QJ