

Complaints - Quality Policy

TPB-Group Ltd is committed to providing a quality service to its clients.

Our aim is always to provide professional services in a safe and respectful manner.

However, we recognise that occasionally things can go wrong, and complaints may be made.

In order to continue to improve our training centre we take all complaints seriously and listen to the complainants, investigate the complaint and respond positively putting mistakes right where necessary.

Our aim is to ensure that:

- Making a complaint is as easy as possible.
- We treat a complaint as an expression of dissatisfaction which calls for a response in all instances.
- We deal with it promptly, politely and where appropriate confidentially.
- We respond in the right way, for example with an explanation or an apology where we have got things wrong or provide information on any action taken to rectify and resolve.
- We learn from complaints, use them to improve our services and review annually our policy and procedure.

We recognise that some concerns may be raised informally and dealt with quickly on-site and in these situations our aim is to ensure that:

- Informal concerns are resolved quickly.
- Matters remain low-key.

Complaints process:

- In the First instance please contact the course tutor and if unsatisfied by their answer, email your complaint, including as much information as possible, to: info@tpb-group.co.uk
- When the email is received, you will be sent, the complainant in an acknowledgement email within 2 working days and log the complaint on our systems.
- We review the complaint details and, if required, we may ask for further information.
- Once we have reviewed the complaint details, we carry out an investigation, we will try to complete it within 10 working days.

- If we are unable to complete our investigation within 10 working days, we will update you on our progress and provide an indication of when we hope to complete the investigation.
- Once our investigation is complete, we will issue a formal response to you indicating whether the complaint has been upheld or not and providing reasons for the decision. We may also inform any other stakeholders and the awarding body who have been affected by the outcomes of the investigation.
- We record all complaints received and review the details to establish if changes or improvements could be made to our services to prevent similar situations occurring.

Complaints timescales

- We aim to deal with all complaints as quickly as possible. We will:
- Acknowledge complaints within 2 working days of receipt.
- Carry out an investigation and issue:
 - a formal response within 10 working days or an update within 10 working days, stating when we will send a formal response.
- If the complaint is not resolved, we will refer ourselves to the awarding body for review of our handling of the complaint.

This Policy and the way in which it is implemented will be reviewed regularly and at least annually on a formal basis and will be revised and updated as necessary.



Tom Beswick-Brown
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