



Complaints Procedure

TT Company aims to provide the highest standard of training at all times and we welcome your feedback, suggestions and comments.

However, if you feel that we have not reached this standard and you would like to make a complaint you can follow the steps listed below:

Step 1 The learner should discuss the complaint with their assessor and try to reach an agreed solution. If this has not been resolved within 7 working days you will need to commence to step 2

Step 2 If step 1 has not produced a satisfactory conclusion then you should put the complaint in writing and send it to the complaints department. An appropriate associate will then investigate the matter and the result will be sent to you within 14 days. If the complaint is regarding an employee, volunteer or associate then Tracey Twist will deal with the complaint. When sending in a complaint please details the steps previously taken, what the issue is, any dates and who has been involved. If the complaint is regarding Tracey Twist an independent IQA will deal with the complaint.

You need to address your complaint to

TT Training and Consultancy Company Ltd

Complaints and Appeals

Orchard Lodge

Isaacs Road

Torquay

Devon

TQ2 8NB

Step 3

If we have not managed to resolve your complaint through steps 1 and 2 then you can refer your complaint to the Awarding Body with who you are registered. E.g. CACHE, NCFE or Highfield.

Reviewed 1st August 2021

Reviewed 10th January 2023