

Complaints Procedure: raising concerns and making complaints

1. Purpose

t2 group is committed to delivering professional, fair, transparent, and respectful service. We welcome feedback and take complaints seriously as part of our commitment to continuous improvement and accountability.

This procedure explains how individuals may raise concerns or complaints, including complaints relating to personal data and privacy matters.

2. What is a Complaint

A complaint is defined as an expression of dissatisfaction from a customer, employer, learner or other individual regarding:

- The standard and quality of (our) service provided
- Conduct, actions, or lack of action by t2 group
- Handling of personal data
- Data protection or privacy concerns
- Electronic marketing or communication preferences
- Information security concerns

Complaints may be received by telephone, social media, post, e-mail, or in person.

3. How We Handle Complaints

t2 group is committed to handling complaints:

- Fairly
- Promptly
- Confidentially
- Transparently
- In accordance with applicable laws and internal procedures

Complaint information will only be shared with individuals who require access to investigate and resolve the matter.

Where complaints involve personal data, information will be processed in accordance with UK General Data Protection Regulation (GDPR), Data Protection Act (DPA) 2018, Privacy and Electronic Communications Regulations (PECR), and the organisation's Data Protection Policy and Privacy Notices.

4. How to Make a Complaint

All complaints need to be addressed or submitted directly to Head of Customer Experience, as follows:

Email: complaints@t2group.co.uk

Address:

Fern House, Unit 1 Links Court, Fortran Road, St. Mellons, Cardiff CF3 0LT.

Complaints may also be raised by telephone on 02920 799133 - where appropriate.

We encourage complaints to be submitted in writing where possible to assist accurate investigation and record keeping.

5. Complaints Timescales within which you can expect to hear from us

- Complaints will normally be acknowledged promptly upon receipt.
- We aim to resolve most complaints within 5 working days where possible
- Where investigations are more complex, additional time may be required. In such cases, we will keep individuals informed of progress and expected timescales.

6. Data Protection & Privacy Complaints

Where a complaint relates to personal data, privacy rights, marketing communications, cookies, or information security matters, it will be handled in accordance with applicable data protection legislation.

This may include concerns relating to:

- Subject Access Requests (SARs)
- Rectification requests
- Erasures requests
- Restriction or objection requests
- Electronic marketing preferences
- Cookies and tracking technologies
- Personal data breaches
- Accuracy of personal data
- Information security concerns

Where necessary, t2 group may request additional information to verify identity before progressing certain requests or disclosing personal data.

Where requests are complex, numerous, or require clarification, statutory response timeframes may be extended in accordance with applicable law.

7. Escalation Process

If you are dissatisfied with the outcome of your complaint, or the time taken to resolve it, you may request escalation to the Director of Business Development and Human Resources accordingly:

by email: complaints@t2group.co.uk

by telephone: 02920 799133 or

by post: Fern House, Unit 1 Links Court, Fortran Road, St. Mellons, Cardiff CF3 0LT.

8. Right to Contact the ICO

If you remain dissatisfied with how your personal data has been handled, you have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority for data protection matters.

You can contact the ICO at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Website: <https://www.ico.org.uk>

You may also seek legal remedies where permitted by law.

9. Retention & Security of Complaints Records

Complaint records will be retained only for as long as necessary in accordance with the organisation's retention schedule and legal obligations.

Appropriate technical and organisational measures will be implemented to protect complaint records from unauthorised access, disclosure, alteration, or loss.

Where complaints contain special category or sensitive information, additional confidentiality safeguards may apply.

10. Monitoring & Review

t2 group may review complaint trends and outcomes to improve service quality, governance, compliance, and training.

This procedure will be reviewed periodically to ensure continued compliance with UK GDPR, DPA 2018, DUAA developments, PECR, and ICO guidance.