

Complaints Procedure: raising concerns and making complaints

What is a complaint

A complaint is defined as an expression of dissatisfaction from any customer, employer, learner, or anybody affected by the standard of quality of our service, action, or lack of action by telephone, letter, social media, post, e-mail, or visit.

How we handle complaints

Any expression of dissatisfaction about the quality of service you have received from t2 group will be considered seriously and we will ensure that we respond as quickly as practicably possible.

We are committed to providing a professional, efficient, and courteous service to all our clients. If you feel that we have failed to achieve an acceptable standard of service, we want you to tell us.

What to do if you have a complaint

All complaints need to be addressed directly to Emma Pridmore, our Head of Customer Experience, whose email address is complaints@t2group.co.uk and whose postal address is Fern House, Unit 1 Links Court, Fortran Road, St. Mellons, Cardiff CF3 0LT. Whilst we prefer complaints to be in writing (either by letter, fax, or email) so that there is a clear record of the complaint, you may of course telephone Emma Pridmore on 02920 799133.

Reviewed By: Emma Pridmore | **Date:** July 2023

Next Review: Emma Pridmore | **Date:** July 2024



Timescale within which you can expect to hear from us

Your complaint will be acknowledged upon receipt. In most cases, the person dealing with your matter will be able to resolve your concerns within 5 working days, and if that is not possible, we will let you have a timescale of investigations to be undertaken before we can feedback to you.

If you are unhappy with the outcome of the complaint or the time taken to resolve it contact Dave Marr, our Director of Business Development and Human Resources. You can contact Dave by email at complaints@t2group.co.uk, by telephone on 02920 799133 or by post to Fern House, Unit 1 Links Court, Fortran Road, St. Mellons, Cardiff CF3 0LT.

Where a complaint has not been resolved to your satisfaction, we will advise you of your right to complain to the ESFA and co-operate with any investigation carried out by the ESFA and act on any recommendations made by the ESFA following the investigation.

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