

# P06 Complaints Policy

## Table of Contents

1	HOW TO RAISE A FORMAL COMPLAINT .....	1
2	APPEALS .....	2

TCHC Group Ltd take seriously the level of service that we offer to our clients and stakeholders, and the support we give to our staff. We are committed to providing a quality service and achieving the highest standards of over 80% satisfaction rate.

We believe that one of the best ways to improve our service is listening to what our customers and stakeholders say about us which is why we undertake customer service calls and surveys.

We define a complaint as any expression of dissatisfaction with our service which calls for a response or redress. We want to make sure that:

- Making a complaint is easy.
- We treat complaints seriously.
- We aim to deal with complaints promptly, politely, and quickly.
- We deal with complaints informally first, wherever possible.
- We respond appropriately – for example, with an explanation, or an apology where we have got things wrong, and information on any action we have taken to since make it right.
- We learn from complaints and use them constructively to improve our service.

The purpose of our complaint's procedure is to ensure:

- Anyone who is dissatisfied with any aspect of the TCHC Group can make a complaint.
- All complaints will be dealt with efficiently, in good time and at the appropriate level within TCHC.

Where possible, complaints should be dealt with quickly, at the point when they are made, without the need for going through our formal complaint's procedures.

This policy is published on our company website which can be accessed using the link below:

<https://www.tchc.net/about/policies>

## 1 HOW TO RAISE A FORMAL COMPLAINT

Any formal complaints should be in writing.

Mode	Information
<b>Sent by letter to</b>	FAO: Yuen-man Yau TCHC's Head Office 2nd Floor 21 Station Road Watford Hertfordshire WD17 1AP

Sent by e-mail to	Yuen-man Yau <a href="mailto:yuen-man.yau@tchc.net">yuen-man.yau@tchc.net</a>
	<a href="#">How to complain to the ESFA</a>

We aim to resolve all formal complaints within 15 working days. All complaints need to be objectively investigated.

- Upon receiving a complaint, unless it can be dealt with immediately, a reply is to be sent to the complainant within 5 working days, acknowledging the complaint, and advising that a full reply will be made as soon as possible.
- The Managing Director must be notified of all complaints so they can appoint a suitable person to investigate.
- If it has not possible to provide a reply to a written complaint within 15 working days, the complainant should be told when they can expect a response, be kept informed of progress and be given an explanation.
- Where possible, if there are due grounds for complaint, the cause of the complaint will be dealt with and further training may be required. A member of staff should be identified who can carry out any actions.
- A letter of reply to the complainant will be sent by the appointed person. Generally, the reply may include one or more of the following:
  - An explanation.
  - An apology.
  - Details of the corrective action that is being taken.
  - The complainant must be given the opportunity to comment on their satisfaction, or otherwise, of the way in which their complaint has been dealt with which must be recorded on the company complaints log.

## 2 APPEALS

If you are not happy with the complaint response outcome, you should appeal the decision to the Managing Director [yuen-man.yau@tchc.net](mailto:yuen-man.yau@tchc.net) within 5 working days of receiving the outcome.

*K. Kitchener*

Kim Kitchener – Head of Quality – TCHC

### Document History

Reference No	Version	Date	Author	Classification	Review Date
P06	1	02/08/2016	Mark Williams	Unclassified	02/08/2017
P06	1.1	02/08/2017	Mark Williams	Unclassified	02/08/2018
P06	1.2	02/011/2018	Mark Williams	Unclassified	02/011/2019

P06	1.3	02/11/2019	Mark Williams	Unclassified	02/11/2020
P06	1.4	02/11/2020	Claire Jeens Dominic Wade	Unclassified	02/11/2021
P06	1.5	28/06/2021	Claire Jeens	Unclassified	28/06/2022
P06	1.6	19/07/2022	Claire Jeens	Unclassified	19/07/2023
P06	1.7	25/07/2023	Claire Jeens	Unclassified	25/07/2024
P06	1.8	19/10/2023	Claire Jeens	Unclassified	19/10/2024
P06	1.9	16/10/2024	Kim Kitchener	Unclassified	16/10/2025