



tacs

TRAINING ASSESSMENT &  
CONSULTANCY SERVICES

Complaints Policy and Procedure

## DEFINITION & SCOPE

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- The standard of service we provide.
- The behaviour of our staff.
- Any action or lack of action by TACS or staff affecting an individual or group.

Our standards for handling complaints:

- We treat all complaints seriously, whether they are made by telephone, by letter, or by email.
- You will always be treated with courtesy and fairness. We would hope, too, that you will always be courteous and fair in your dealings with our staff.
- We will treat your complaint in confidence within TACS.
- We will deal with your complaint promptly. We will acknowledge receipt of a written complaint within five working days, and we will send you a full reply within twenty working days of receipt. If we cannot send a full reply within twenty working days of receipt, we will tell you the reason why and let you know when we will be able to reply in full.

We will not treat you less favourably than anyone else because of your:

- Marital / Civil partnership.
- Pregnancy and Maternity.
- Gender (including gender reassignment).
- Sexual orientation.
- Race: this includes ethnic or national origin or nationality.
- Disability.
- Religious or political beliefs, or trade union affiliation.
- Other unjustifiable factors, for example language difficulties or age.

## CONFIDENTIALITY

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 2018.

## HOW TO COMPLAIN

You can make a complaint in one of three ways:

- By telephone: 0191 5878145
- In writing to: TACS Complaints, Office Suite, Novus Business Centre, Peterlee, SR8 2QJ.
- By e mail: [complaints@tacstraining.co.uk](mailto:complaints@tacstraining.co.uk)

## THE STAGES OF THE COMPLAINT'S PROCEDURE

We have a two-stage complaints procedure. At each stage it will help us to resolve your complaint quickly if you can give us as much clear detail as possible, including any documents and correspondence and stating that you are making a complaint in line with our procedure.

### Stage 1

This is the first opportunity for TACS to investigate and resolve a complainant's dissatisfaction, and most complaints will be resolved at this stage. In the first instance, we will try to get your complaint resolved by the Head of Operations.

The times scales for handling the complaint are as follows:

- Maximum complaint duration 20 working days
- Acknowledgement within 5 working days
- Full response within 20 working days

### Stage 2

If you are dissatisfied with this response, you may request a review by the Managing Director.

The times scales for handling the complaint are as follows:

- Maximum 10 working days
- Acknowledgement within 2 working days
- Full response within 10 working days

## EXTENDING TIME LIMITS

We aim to complete all complaints within the timescales above; however, if a complaint is very complex it may occasionally be necessary to extend the time limit. If this is the case, we will keep the complainant informed of progress with the investigation, the reasons for the delay, and inform them of the new deadline.

Following any stage of the procedure, a complainant has a maximum of 28 days from the date of the final response to request that their complaint be progressed to the next stage.

## IF YOU REMAIN DISSATISFIED

If having followed the two stages of our complaint's procedure and you are still dissatisfied, details of how to escalate are below:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure#checkcomplaint>

[https://form.education.gov.uk/service/Contact the Department for Education](https://form.education.gov.uk/service/Contact_the_Department_for_Education)

Complaints Team  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT

**REVIEW**

This policy and procedure are reviewed annually.

**Approved on: 11/10/2021**

**Approved by: Daniel Cooper, Managing Director**

**Signature:**

A handwritten signature in black ink, appearing to be 'D Cooper', written over a horizontal line.