

	TRAINING AND EXAMINATION SERVICES  <b>CUSTOMER COMPLAINTS POLICY</b>	Document no.:  <b>TES 01 rev 2</b>
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## **DEFINITION**

TWI defines a complaint as a formal expression of dissatisfaction that requires a formal response.

## **PURPOSE**

The purpose of TWI's formal complaints policy is to ensure that all complaints are reviewed thoroughly, fairly and wherever possible resolved to the complainant's satisfaction.

## **TWI'S GENERAL CUSTOMER FEEDBACK PROCESS**

TWI is committed to providing high quality training and assessment for its customers and continuously seeks opportunities to improve its services.

Constructive comments that highlight where TWI can improve its services are always welcomed. TWI asks customers at the end of a training course or examination to provide comments via a feedback form. The feedback form provides valuable information that enables TWI to introduce improvements to all its training products and services. TWI encourages its customers to provide honest feedback to enable the improvement processes to take place effectively.

## **TWI COMPLAINTS PROCESS**

Occasion may arise where a customer feels it is necessary to make a formal complaint about the training services provided by TWI.

A complaint shall only be noted as a 'formal complaint' when submitted separately from the general feedback process and not through the feedback form.

Customers wishing to submit a formal complaint should do so in writing via email or letter. TWI asks for complaints to be in writing to ensure that all the relevant information is captured and the issue investigated properly.

TWI will treat formal written complaints as a clear expression of dissatisfaction with its service, which calls for a prompt and courteous response.

## **FORMAL COMPLAINTS PROCEDURE**

### **Stage 1**

In the first instance, if the issue cannot be resolved informally at the time, the complaint should be submitted in writing to Customer Services.

This shall be done within 7 working days of the matter arising.

The written complaint should include:

- details of the issue leading to the complaint
- date(s) when the issue occurred
- venue/location
- complainants full name and contact details
- candidate ID
- details of the consequences resulting from the issue and the remedy being sought

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TWI will acknowledge the initial complaint with a full response provided, once the complaint has been investigated.

Contact details:

Training and Examination Services TWI Ltd  
Granta Park Great Abington Cambridge CB21 6AL  
UK  
[clientservices@twi.co.uk](mailto:clientservices@twi.co.uk)

Please note, that complaints, will not be considered in an appeals process relating to a failed exam. The appeals process is separate, and relates only to a re-evaluation of a failed exam (or part thereof). Complaints will not form part of decision-making, relating to a failed exam. Any dissatisfaction during the exam shall be brought to the attention of the invigilator and where possible, shall be mutually resolved at that time.

This complaints process is intended to investigate and resolve any dissatisfaction related to any of the services provided by TWI Training and Examination Services.

## **Stage 2**

If the initial response to the complaint is regarded as non-satisfactory, the next stage is to write to the Regional Manager (UK) and ask for the complaint and the initial response to be reviewed.

You can expect to receive an acknowledgement with a full response provided once the initial decision has been reviewed.

## **Final Stage**

If the response from the Regional Manager (UK) is not satisfactory, then there is the final option of escalating the complaint in writing to the Training & Examinations Services - Global Manager.

Escalation should take place within 10 days of receiving the written response from TWI's Regional Manager and should state the reason for dissatisfaction with the decision made by the Regional Manager.

The Global Manager will inform the complainant of the action that will be taken to investigate the complaint, and when the outcome of the investigation can be expected. This outcome will be the final decision by TWI.

## **TIMESCALES**

TWI's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and may therefore require longer to be fully investigated.

If a matter requires more detailed investigation, an interim response will be sent describing what is being done to deal with the matter. An indication of the timescales for when a full reply can be expected will be provided.