

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 on where TWI can improve its services are 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 formal complaint needs to be 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, within 7 working days of the matter arising.

The complaint should be addressed to the local Regional Manager where the original training or examination took place.

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
- student ID
- details of the consequences resulting from the issue and the remedy being sought

The initial complaint will be acknowledged by TWI within 4 working days of receipt and a full response will be provided within 15 working days.

Stage 2

If the initial response to the complaint is not regarded as satisfactory the next stage is to write to the TWI Global Training Manager and ask for the complaint and the initial response to be reviewed. You can expect the Global Manager to acknowledge your request within 4 working days of receipt and a full response within 15 working days.



TRAINING AND EXAMINATION SERVICES

CUSTOMER COMPLAINTS POLICY AND PROCEDURE

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. As a consequence timescales given for handling and responding to complaints are indicative.

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

Final Stage

If the response from the Global Manager is not satisfactory, then there is the final option of escalating the complaint in writing to the Director of Business Development at:

TWI Ltd
Granta Park
Great Abington
Cambridge
CB21 6AL
UK

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

The Director of Business Development will normally respond within 10 working days to inform the complainant of the action which 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.