



Your life.
Our experience.

Department: TET Assurance
Version: 3.0/ October 2018
Next reviewed: Oct 19

Staff Official

Complaints & Appeals

As a company committed to good customer service, your views are invaluable to us.

If we do not deliver the standard of service you expect, or if we make a mistake, we urge you to contact us and alert us to the fact. We in turn will commit to fully investigating the situation and set about putting things right as quickly as possible. Where appropriate, we will also take corrective action to avoid making similar mistakes in the future.

We hope that you will never need to progress beyond the first step, or indeed have cause to raise a complaint with us. However, we wish to give you every opportunity to present your case where you remain unsatisfied with our service or conduct.

How to make a Complaint:

Step 1

If you believe you have a complaint, you should first raise the matter with your Trainer or Adviser.

Where possible, we will try to resolve your complaint straight away. If this is not possible, we will take full details from you and arrange for the problem to be investigated in full. We will respond to you within five working days. Where a full response is not possible at this stage, we will contact you and advise you how long our investigations are likely to take.

Step 2

If after our further investigations you are still unhappy with the situation, you should write to:

Complaints
Twin Group
First Floor
12 Lambarde Square
The Greenwich Centre
Greenwich
London
SE10 9GB

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Alternatively, you can register your complaint by e-mailing
TETComplaints@twinuk.com

An acknowledgement letter will be sent to you within five working days and further investigations into your complaint will be arranged. The team has twenty working days to respond to your complaint.

Stage 3

If the matter remains unresolved, you may request in writing that the matter is referred to the next level of management, that is the Head of Operations of Twin Employment & Training, or will respond within twenty working days at the same address as above. The decision at this stage is final.

Stage 4

If you are still dissatisfied with the decision, you may appeal to your funding body or the Awarding Body (this information would have been given to you at the beginning of your programme). You will find the guidance for how to submit an appeal on their websites. You are also entitled to take any complaint to the Independent Case Examiner (ICE) by telephone or in writing. You must only contact the ICE within 6 months of receiving the final reply to your complaint from us and you are still not satisfied.

The Independent Case Examiner contact details:

PO Box 209
Bootle
L20 7WA

Email
ice@dpw.gsi.gov.uk

Telephone
0800 414 8529

Fax
0151 221 6601

Telephone from outside the UK
+44 151 221 6500

Text Relay – if you call from a text phone



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