



Complaints Procedure

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TTC Group Complaint Procedure

Introduction

This policy applies to TTC Group (UK) Limited and its subsidiary companies.

TTC aims to offer you the best customer journey possible, if you feel we have not achieved this then please let us know. We want to try and resolve your complaint and will work with you to resolve your complaint as quickly as possible.

Our Standards for Handling Complaints

- All complaints, whether received via letter, email, online, or social media, are treated seriously.
- Courtesy and fairness will be maintained in all interactions, and we expect the same from our clients.
- Complaints are handled confidentially and in accordance with the British Standards Institute ISO:9001 Quality Management System.
- Quarterly summary reports of complaint data are shared with contracting organisations/authorities.

What is Not Covered by Our Complaints Procedure

To ensure that each complaint is handled as effectively as possible, the following are not covered by our Complaints Procedure:

- Matters that have already been fully investigated through this Complaints Procedure
- Anonymous complaints
- Threatening, abusive or offensive comments/language - e.g. any complaints that are considered to be threatening, abusive or offensive in nature will not be responded to and/or dismissed.
- Persistent and/or vexatious complaints
- Subject Access Requests and Data Privacy queries (covered by a separate TTC Procedure)
- Complaints about access to information where procedures and remedies are set out in legislation, for example, the Data Protection Act 2018
- Anything already covered by any other TTC Policy

How to make a complaint

If you have reason to make a complaint, you can contact us.

1. By submitting the online form which can be accessed at <https://www.thettcgroup.com/complaints/>

Please complete the **online form**, capturing as many details as possible to support your complaint, including:

- Full Name
- Preferred contact telephone number
- Email address
- Reference number/Company name
- Details of your complaint

Your complaint will be responded to within 7 working days.

** (excludes Sundays and Bank Holidays)*

2. By Post

You can write to us at:

Freepost RRAY-YEEE-XHZJ
Complaints
TTC Group
Hadley Park East
Hadley
Telford
Shropshire
TF1 6QJ

Please include as many details as possible in your letter to support your complaint, including:

- Full Name and Address
- Preferred contact telephone number
- Email address
- Reference number/Company name
- Details of your complaint

Your letter will be responded to within 7 working days of receipt.

** (excludes Sundays and Bank Holidays)*

3. Online and Social Media Posts

Recognising that TTC operate several different social media channels as well as online methods to communicate with TTC. We will always aim to respond to online complaints in a timely manner. In instances where issues or a complaint is made through any of our online channels, so we can appropriately handle each complaint in confidence, we will initially engage with the client using the appropriate private messaging facility for each platform, obtaining the client's contact details along with any other pertinent information. TTC aims to acknowledge the comment within 24-hours* of receipt, signposting to follow our Complaints Procedure, formalising their complaint by email or by post.

** (excludes Sundays and Bank Holidays)*

Please note that due to the confidential nature of a complaint, once we have responded to the online post, depending on the nature of information contained within the online post, TTC may decide to remove the comment/online post from public visibility.

Stages of the Complaints Procedure

How Can We Help?

You may have a concern, issue, or question either about a booking or an account query. This may not necessarily be a complaint and be something which TTC will be able to support you with immediately.

We will always try to help answer any questions and address any concerns that you may have. To allow us to help you in any way, please feel free to contact TTC:

- Phone, email, or letter
- Visit the website for the relevant department contact details
<https://www.thettcgroup.com/contact-us/>
- Via social media channels such as Facebook and X (formerly known as Twitter)

Stage 1 – Registering a Complaint

If we haven't been able to help you, or you wish to make a complaint about an aspect of TTC's service that you were not satisfied with, you will need to register your complaint by completing the online form which can be accessed at <https://www.thettcgroup.com/complaints/>

All complaints are taken seriously and are handled in accordance with our British Standards Institute ISO:9001 Quality Management System.

We aim to have investigated your concern and reply to your complaint within 7 working days of receipt of your complaint. Some complaints may take longer to fully investigate. In such cases, we will contact you to advise as such, confirming an appropriate date where we will reply to you.

Stage 2 – Contesting Your Complaint Response

Having fully investigated your complaint, TTC aims to ensure that you are satisfied with our findings and any proposed remedial actions to be taken. If, however, you are not fully satisfied with how your complaint has been handled, you have the right to request an internal review of your complaint response by the manager of the relevant department.

Should you choose to contest your complaint response, you will receive an acknowledgement within 7 working days of receipt of your complaint, confirming that a review of your complaint will take place.

We aim to have investigated your concern and reply to your complaint within 14 working days of receipt of your complaint. Some complaints may take longer to fully investigate. In such cases, we will contact you to advise as such, confirming an appropriate date where we will reply to you.

Stage 3 – Complaint Escalation – Final Stage

If you are still not satisfied with how TTC has addressed your concern, having completed Stages 1 and 2 of our Complaints Procedure, we would value your thoughts and ask that you share your concerns by escalating your complaint with us to the final stage.

A complaint must be Escalated within 28 days of receipt of your initial complaint response. You will receive an acknowledgement within 7 working days of receipt of your Escalation, confirming that a review of your complaint will take place.

Escalated complaints are referred to the Operations Director, who will perform an audit on all previous complaint actions and provide a final response to your complaint.

We aim to have investigated your concern and reply with a resolution to your complaint within 14 working days of receipt of your escalation. Some escalated complaints may take longer to fully investigate. In such cases, we will contact you to advise as such, confirming an appropriate date where we will reply to you.

Comments

Quality of service is an important measure of the effectiveness of our service to members of the UK public, as well as how we effectively service the requirements of our contracted Authorities. Therefore, learning from complaints is a good way of helping to improve and develop the way that TTC Group works. As well as learning from your complaints we are also interested in other ideas you may have on how we might do things better.

You can make your comments by emailing or writing to us. We will use your comments to help improve our service and the way we do things. However, the 3 Stage procedure outlined above does not apply to comments.

Unreasonable Behaviour

All complaints will be processed in accordance with this policy. However, during this process, staff may have contact with unreasonable complainant behaviour and unreasonably persistent complainants.

Unreasonably persistent complainants are defined as:

Those who, because of the frequency or nature of their contact with an authority/organisation, hinder the authority/organisation's consideration of their or other people's, complaints.

Stage 3 of our complaints policy is the final stage, and no further communication will be maintained regarding the matter once this stage is complete.

Recording complaints

We will electronically record all complaints we receive so that we can monitor the types of problems, the best way to resolve them and the time/resource taken to manage each complaint. This information helps us to review and identify how we can improve our own service delivery.

We will handle your information in line with all UK and EU data protection legislation, for example the General Data Protection Regulation 2018. All electronic data is managed, processed, and securely stored in accordance with our British Standards Institute ISO:9001 Quality Management Systems and ISO:27001 Information Security Management Systems.