



## **Tec Group Complaints Policy**

### **Purpose of Policy:**

To provide clarity as to how Tec Group will deal with complaints, how and where these should be submitted and the timescales with regards to acknowledgement and response. Further to this, this policy will outline what action should be taken, in the event the resolution offered does not satisfy the complainant.

### **Definition of a complaint:**

A complaint is any expression of dissatisfaction, with regards to services provided by Tec Group or employee conduct. A complaint may be submitted verbally, or in writing if of a more serious nature.

### **Verbal Complaints Procedure:**

1. Verbal complaints should be raised at the time the grievance arises, in order to allow the matter to be investigated and resolved at the earliest opportunity.
2. Tec Group will record details of the complaint and if possible, offer an immediate resolution. If the resolution is accepted as satisfactory, the complaint will be considered concluded and documented as such internally.
3. If the complaint cannot be resolved during the conversation in which this is raised, Tec Group will determine if there is any further resolution to be offered at a later date and arrange a call back coinciding with this timeframe.
4. If the matter still cannot be resolved following subsequent contact and all appropriate resolutions have been exhausted, a FDL (final decision letter) will be issued by Tec Group. The FDL will contain details of the original complaint, the resolution offered and what further action, if any, the complainant can take.

### **Written Complaints Procedure:**

5. The complaint should be submitted in writing either via email ([service@tecreports.co.uk](mailto:service@tecreports.co.uk)) or in the post and sent to our head office address: Tec Group, Griffin House, 2 Rawdon Road, Moira, Derbyshire, DE12 6DQ.
6. Tec Group customer relations department will contact the complainant within 5 working days to confirm receipt and to advise of the action we plan to take.



7. Tec Group will investigate and determine an appropriate resolution within 28 days of receipt of the complaint, unless further time is required in order to appropriately deal with the grievance, in which case we will write to you within 4 weeks and may extend our final response deadline to 8 weeks.
8. Should the complainant not be satisfied with the final resolution offered, any further external dispute route options will be outlined by Tec Group in the FDL if appropriate.

### **Internal Escalation Procedure:**

- Verbal complaints should be logged with the employee that takes the call to discuss whether an immediate resolution can be offered. If not, they will then escalate this to the relevant line manager (if necessary).
- In the instance of serious complaints (whether verbal or written) where the departmental manager is unable to determine an appropriate resolution, these will be escalated to the senior management team to review and respond.
- If the nature of the complaint is specific to an employee's conduct rather than the service provided, these will automatically be escalated to the HR manager to formally investigate and resolve accordingly. The complaint and investigation will be handled confidentially and any grievance/disciplinary procedures instigated in accordance with current employee legislation and company policy.

### **Ensuring the Effectiveness of this Policy:**

All employees will receive a copy of this policy document as well as specific training as to how complaints should be handled. The policy will be reviewed annually and amendments proposed and agreed by the Executive Team.

### **Non – Adherence**

Breaches of this policy will be dealt with under the Grievance and/or Disciplinary procedures as appropriate.

### **Legislative Framework**

The Organisation will monitor this policy to ensure it meets statutory and legal requirements.