**TTE Complaints Procedure (General)**

**Dealing with complaints**

**TTE will:**

* deal with complaints promptly and fairly
* learn from complaints and make changes where necessary
* promote equality and diversity

Where possible, TTE will always aim to resolve straightforward issues as quickly as possible without the need for a formal investigation.

**1. How to complain**

Complaints should be made in writing or via email using [nicks@ttetraining.ltd.uk](mailto:nicks@ttetraining.ltd.uk) to:

The Chief Executive Officer

TTE Training Limited

New Horizons House

New Bridge Road

Ellesmere Port

CH65 4LT

**2. Who will investigate**

Complaints will be investigated where necessary by the appropriate department manager and if substantiated will be considered using TTE’s non-conformance procedure.

**3. What happens next**

You should receive acknowledgement of your complaint within 7 days.

If it is a straightforward issue, which can be resolved without the need for a formal investigation, TTE will aim to resolve it as quickly as possible, ordinarily within a matter of days.

If it needs to be investigated, you should receive a response from the investigating manager within 30 days.