



Your life.
Our experience.

Department: Quality
Version: 8.0/ Aug 2022
Next reviewed: Aug 2023

Staff Official

Complaints, Appeals & Compliments

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

If you would like to compliment a member of staff, the work we do or the services we provide, please tell us. We have a comments section on our feedback surveys for further comments and we have suggestion boxes at each site. Alternatively, you can e-mail us at TETfeedback@twinuk.com

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. If your complaint is about your Trainer or Adviser, you should raise the matter with your Trainer's or Adviser's Team leader/Manager (Relevant staff contact details would have been given to you at the beginning of your programme.)

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



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12 Lambarde Square
The Greenwich Centre
Greenwich
London
SE10 9GB

Alternatively, you can register your complaint by e-mailing

TETfeedback@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.

Step 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 Quality & Safeguarding (Group), or will respond within twenty working days at the same address as above. The decision at this stage is final.

Step 4

If you are still dissatisfied with the decision, you may appeal to your funding 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.

- **DfE contact details**

(You must contact the DfE once you have exhausted Twin's complaint process, steps 1-3)

(Please note that *Whistleblowing* involves entering a 'whistleblowing' web form on the 'Contact the Department for Education' page, which can be found below)

Access link for complaints and whistleblowing:

[https://form.education.gov.uk/service/Contact the Department for Education](https://form.education.gov.uk/service/Contact_the_Department_for_Education)



• **DWP contact details - The Independent Case Examiner contact details**

(You must only contact the I.C.E within 6 months of receiving the final reply to your complaint from us and you are still not satisfied.)

PO Box	Email	Telephone	Fax	Telephone from outside the UK	Text Relay – if you call from a text phone
209 Bootle L20 7WA	ice@dpw.gsi.gov.uk	0800 414 8529	0151 221 6601	+44 151 221 6500	18001 0800 414 8529

• **ESFA contact details**

(Before contacting ESFA, you must issue a formal complaint to your programme provider and exhaust their complaints procedure, including any appeals processes)

You should email complaints to complaints.esfa@education.gov.uk, or put them in a letter to:

Customer Service Team,
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry CV1 2WT

• **GLA contact details**

Please send your complaint in writing by email or letter, except where GLA are required to make reasonable adjustments. Please let them know if this applies to you, either through a third party or by calling them, and they will arrange for someone to handle your complaint accordingly.

If you have difficulties in providing details in writing, GLA will consider complaints made on your behalf by a third party. You will need to confirm that GLA can communicate with that third party on your behalf. If the complaint is on behalf of more than one person, GLA will need written permission from everyone.

You must contact the GLA within 12 months after the issue happened. Email or post your complaint to the GLA Skills and Employment unit:



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aebcomplaints@London.gov.uk

Provider complaints, Skills and Employment unit, Greater London Authority, 169 Union Street, London SE1 0LL.

When you contact GLA about your complaint, you will need to provide them with the following:

- the name of the organisation you are complaining about
- details of what your complaint is, together with the relevant documents
- evidence that you have fully exhausted the organisation's complaints procedure including, any appeals process (for example written correspondence confirming the outcome)
- permission to disclose details of your complaint to the organisation concerned
- if you are acting on behalf of a learner, evidence that you have their permission to do so