



## Complaints Policy

### 1. Purpose

The purpose of this policy is to ensure that all complaints are handled fairly, transparently, and in a timely manner. TPS Tech Services Ltd values client feedback and is committed to resolving issues promptly while using them as opportunities for learning and continuous improvement.

### 2. Scope

This policy applies to:

- All clients, learners, and stakeholders of TPS Tech Services Ltd.
- All consultancy, training, auditing, and technical services provided by the company.
- Complaints relating to service quality, conduct of staff, administrative processes, or training delivery.

### 3. Policy Statement

TPS Tech Services Ltd is committed to:

- Treating all complaints seriously and with respect.
- Investigating complaints impartially and without prejudice.
- Resolving complaints quickly, fairly, and wherever possible, informally.
- Maintaining confidentiality at all stages of the process.
- Ensuring no party is disadvantaged as a result of raising a complaint.

### 4. Definition of a Complaint

A complaint is any expression of dissatisfaction from a client, learner, or stakeholder about the standard of service provided, the actions of TPS Tech Services staff/associates, or the handling of processes and outcomes.

### 5. Complaints Procedure

#### 5.1 Informal Resolution

- Many complaints can be resolved informally at the time they arise.
- Clients are encouraged to raise concerns directly with the consultant, trainer, or contact person involved.
- Where an issue cannot be resolved informally, the formal complaints process applies.

#### 5.2 Formal Complaint

- Complaints should be submitted in writing by email or letter to the Director at **info@tpstechservices.co.uk**.
- The complaint should include:
  - Complainant's name and contact details.
  - Details of the service, incident, or issue being complained about.
  - Dates, times, and names of staff involved (if applicable).
  - Desired outcome or resolution.

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### 5.3 Acknowledgement

- TPS Tech Services will acknowledge receipt of a formal complaint within **5 working days**.

### 5.4 Investigation

- The Director (or an independent senior consultant if required) will investigate the complaint.
- This will involve reviewing evidence, records, and where necessary, interviewing those involved.
- Investigations will normally be completed within **20 working days**.

### 5.5 Outcome

- The complainant will receive a written response outlining:
  - Findings of the investigation.
  - Any corrective or preventative actions taken.
  - Appeal process if the complainant is dissatisfied.

### 5.6 Appeals

- If not satisfied with the outcome, the complainant may request a review of the decision within **10 working days**.
- Appeals will be reviewed by an independent consultant not previously involved.
- The decision of the appeal is final.

### 6. Confidentiality

- All complaints will be handled sensitively and in confidence.
- Information will only be shared with those directly involved in resolving the issue.

### 7. Monitoring and Review

- All complaints will be logged in the **Complaints Register**.
- Records will be retained for a minimum of **3 years**.
- Trends will be analysed to identify opportunities for service improvement.
- This policy will be reviewed annually by the Director.

### 9. Escalation

Learners have the right to escalate their complaint externally should they remain dissatisfied with the response they have received from TPS Tech Services. These complaints can be made directly to the awarding body and then escalated further to the relevant qualification regulator. Clients can also escalate their complaint to the industry specific recognised bodies such SOHFT or IFST.

### 8. Responsibilities

- **Director (Tomasz Saternus)**: Overall responsibility for ensuring this policy is implemented and reviewed.
- **All Staff and Associates**: Required to cooperate fully with complaint investigations.
- **Clients/Learners**: Encouraged to raise complaints promptly and provide necessary details.

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**Approved by:**

Tomasz P. Saternus

Director

TPS Tech Services

**Date:** 21.10..2025

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