

TIRO

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**Customer
Complaints Policy**

1. Introduction

- 1.1 Tiro is committed to providing a high level of service to our customers. If you do not feel satisfied with the service, you have received we need you to tell us about it. This will help us to continuously improve our standards.
- 1.2 This policy is intended for by anyone with a relevant interest in Tiro, for example a parent or employer. A separate policy exists for learner complaints and grievances.

2. Complaints Procedure

- 2.1 If you have a complaint for any reason, please email complaints@tiro.co.uk
- 2.2 Any investigations undertaken as part of the formal complaints process will be conducted by individuals who have no prior knowledge of the learner's complaint.
- 2.3 We will send you an automatic response to your email acknowledging your complaint, issuing you with a case number and informing you that a Tiro representative will contact you within 24 hours.
- 2.4 We will record your complaint in our central register within one working day of having received it.
- 2.5 We will then start to investigate your complaint. This will normally involve the following steps:
 - We will escalate this complaint to a case owner, a Tiro member of staff, who must make contact with you, the complainant, within 24 hours.
 - The case owner will try to resolve the complaint during the initial call to you and will record the outcome on our central register. If the complaint requires further attention or investigation that too will be recorded on our central register, within 24 hours of the conversation with you.
 - Tiro's Director of Quality and Compliance will then examine the response, along with information the case owner has provided for us. The Director of Quality and Compliance and case owner may be required to conduct a thorough internal investigation and, if necessary, we may ask to speak to you further. This can take no longer than 10 working days from receiving the original complaint.
 - Following any internal investigation, the case owner leading the investigation will email you notifying you of the outcome of the initial investigation and any further actions or next steps. This step will be completed within 12 working days of receiving the complaint.
- 2.6 If the outcome and any proposed actions are agreed by all parties, then the case owner will record an action plan on the central system and inform the relevant Client Relationship Manager (CRM) of the outcome of the complaint.
- 2.7 The CRM will monitor the completion of any actions and escalate to the agreed stakeholder if agreed timelines are not adhered to, or new information is provided.

- 2.8 If the relevant parties cannot agree on the outcome of the complaint or any proposed action plan, the complaint will be escalated to our Chief Commercial Officer. They will then contact you within 48 hours to discuss the next steps.
- 2.9 If we must change any of the time scales above, Tiro will inform you with the minimum delay and explain the reasons.

Change Control Log

Version	Details of amendments/change	Author	Formal approval required	Approved by	Date of approval	Date adopted by the Board
V.1	New policy created	Paul Masterman	Yes	SLT	08/04/24	Apr 24