



# Candidate Complaints Procedure

## 1. Introduction

TTS UK Group believes that candidates should be entitled to have access to effective systems for handling any complaints that might arise during the course of their studies, as one way of ensuring the highest possible academic and service standards. Students should feel able to make a complaint, secure in the knowledge that it will be fairly investigated.

1.1 The complaints procedure comprises a number of stages and can be used for complaints about the delivery and quality of services, teaching, tutorial/supervisory provision or any other matters relating to our courses.

1.2 Candidates should be assured that TTS UK Group will deal with complaints appropriately so it should not be necessary to submit an anonymous complaint. As such, we will not normally accept anonymous complaints, however, an anonymous complaint may be considered when Faculty accepts that there is a compelling case, supported by evidence, for the matter to be investigated. Raising concerns anonymously, however, could impede the investigation and communication of the outcome.

1.3 TTS UK Group will not normally consider a complaint made on behalf of a candidate or former candidate by a third party.

1.4 TTS UK Group aims to deal with formal complaints, within 90 calendar days of receipt of the formal complaint. If this is not possible, the candidate will be informed in writing of the progress made towards the consideration of the complaint.

## 2. Informal Discussion

Most difficulties can be resolved at an early stage by talking informally with the individual(s) most concerned with the issue at a local level, at the earliest opportunity. For example if the complaint concerns academic matters, the candidate might wish to talk to their tutor or other member of staff. If the complaint is about our service, then the candidate should talk to an appropriate member of staff.

## 3. How to Make an Informal Complaint

3.1 Where a candidate has attempted to resolve matters by informal discussion but is not satisfied with the outcome, the candidate may wish to initiate an informal complaint. At this point, the candidate must forward their complaint in writing to the Managing Director of TTS UK Group

The following information should be provided:-

1. details of the complaint;
2. an explanation of the steps that have already been taken to try to resolve the complaint informally and why the responses received are not considered satisfactory;
3. where applicable, the form of resolution or redress sought.

3.1 It is important for the candidate to keep a copy of the form and any other documentation submitted, for their records.

3.2 The candidate should expect an acknowledgement of their complaint within 5 working days and a full written response within 30 working days. If this is not possible, the candidate will be informed in writing of the progress being made towards the consideration of the complaint.



3.3 The complaint will be investigated if the complaint is considered justified (upheld), the candidate will be informed of the means to resolve or redress the complaint. If the complaint is not upheld, then the student can expect to be given an explanation.

## 4. How to Make a Formal Complaint

4.1 If the problem still has not been resolved to the candidates satisfaction the candidate should make their Complaint in writing send it to TTS UK Group Warrington Business Park, Long Lane, Warrington, Cheshire. WA2 8TX the student should expect an acknowledgement of the complaint within 5 working days.

4.2 The candidate will be expected to set out the facts of the case clearly and succinctly. It is the candidate's responsibility to provide evidence to substantiate the issues raised wherever possible. Evidence should be provided in English. If this is not possible then the candidate should provide an authorised transcript of the relevant document(s). Copies of original documents will normally be accepted and can be scanned but they must be in a format that can be printed and copied.

4.3 If the complaint is considered justified (upheld), the student will be informed of the means to resolve or redress the complaint. If the complaint is not upheld, then the candidate can expect to be given an explanation. Where a department or service has provided written comments in response to the complaint, a copy of those comments will normally be sent to the candidate with the full written response.

## 5. Monitoring

Without breaching confidentiality, all formal complaints and their associated responses and outcomes will be monitored by the Head of the appropriate department or service.

## 6. Time Limits

TTS UK Group is unlikely to consider a complaint from a former candidate who has not been registered for the relevant training course for a period of six months or more at the time of making their complaint.

## 7. Unacceptable Behaviour

TTS UK Group may exceptionally terminate or suspend consideration of a complaint where a candidate's behaviour is unacceptable or disruptive, for example where aggressive or unreasonable demands are made or where repeated representations are made on matters which have already been considered under these procedures.

Note: These procedures do not affect a student's legal rights in any way.

**Appeals against assessment must be directed to CILT [www.ciltuk.org.uk](http://www.ciltuk.org.uk)**

**CILT Offices are open from 9.00 – 17.00 Monday to Friday**

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