

Company Name:	TimePlan Education Group Ltd (“the Company”)
Policy Name:	Complaint’s Policy and Procedure
Date:	April 2026
Version:	008

Complaints Policy

TimePlan Education Group Ltd is committed to providing a high level of service to our customers. If for any reason you are not satisfied with our service, we need you to tell us about it. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact David Millard, Group Compliance Director, by phone on 07860 845 731; or by email, david.millard@timeplan.net, so that we can try to resolve your complaint informally. However, should we not be able to resolve your complaint informally, we will follow the steps below:

1. We will send you written acknowledgement of your complaint and ask you to confirm or expand on the details of the initial complaint. Our written acknowledgment will also confirm who will be dealing with your complaint. You can expect to receive our written acknowledgment within two to five days of your initial complaint.
2. We will record your complaint in our central complaints register within a day of having received it.
3. We will respond in writing to your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our written response within two to five days of your reply.
4. We will then commence our investigation of your complaint. This will normally involve the following steps:
 - We will investigate your complaint internally with any members of staff who dealt with your complaint;
 - We will then examine the member of staff’s response and the information you have provided for us. This will take up to four days.
5. David Millard will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within five days of the end of our investigation.
6. Within two days of the meeting, David Millard will write to you to confirm what took place and any solutions he has agreed with you.

- If you do not want a meeting or it is not possible, David will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within five days of completing his investigation.
7. At this stage, if you are not satisfied, please contact Amber Smith, Group HR Coordinator. You can write to Amber at: TimePlan Education Group Ltd, 2nd Floor, Longbow House, 20 Chiswell Street, London, EC1Y 4TW.
 8. We will let you know the outcome of this review within five days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Fair Work Agency at the Department for Business and Trade at <https://www.gov.uk/government/organisations/fair-work-agency> or the REC, the industry trade association, of which we are a member, by writing to the Consultancy and Compliance Team, REC, 20 Queen Elizabeth Street, London, SE1 2LS.

If we have to change any of the time scales above, we will let you know and explain why.

NB: In any event, we will comply with any statutory procedures that may relate to your complaint.