

Training Quality Standard Assessment Services

Complaints and Resolution Policy

TQS Assessment Services are passionate in giving a high standard of service to its applicants. If you wish to comment on or are unhappy with any aspect of our service, please let us know. We investigate complaints fully and in depth and will conclude issues efficiently.

Complaint about TQS Assessment Services

How to Complain

Should you have an issue with any aspect of our services you may raise a formal complaint in writing to us, at the address below. All official complaints will be copied to the Owner of the Standard.

TQS Assessment Services
Security House
Alexandra Way
Ashchurch
Tewkesbury
GL20 8NB

Or by e-mail to tqs@uk.g4s.com

Or by fax to 01684 272550

Stage 1

Once we have received your complaint TQS Assessment Services will acknowledge receipt within 1 working day. We aim to resolve complaints within 15 working days; however, this process may be lengthened if further investigation is required. Should the resolution take longer than 15 working days, a member of the team will keep you updated.

Should you remain dissatisfied with the response from TQS Assessment Services you will have 10 working days in which you can state that you would like to take your complaint to stage 2.

Stage 2

Once we have received confirmation that you want to take your complaint to the next stage TQS Assessment Services will acknowledge receipt within 1 working day. Your case will then be put forward to the Senior Management within G4S Assessment Services. We aim to resolve stage 2 complaints within 15 working days. Should the resolution take longer than 15 working days, a member of the team will keep you updated.

Should you remain dissatisfied with the response from the Senior Management within G4S Assessment Services you will have 10 working days in which you can state that you would like to take your complaint to stage 3.

Stage 3

Once we have received confirmation that you want to take your complaint to the next stage TQS Assessment Services will acknowledge receipt within 1 working day. Your case will then be put forward to our Independent Panel. We aim to resolve stage 3 complaints within 28 days of receipt. Should the resolution take longer than 28 working days, a member of the team will keep you updated.

Complaint against holder of the TQS standard

Should you have a complaint against a holder of the TQS standard relating to a failure to adhere to the Code of Conduct, this can be raised in writing and sent to the above address/e-mail or fax. You should include your consent for this to be sent to the Owner of the Standard. If this permission is not given then unfortunately we will be unable to respond to the issues highlighted. On receipt of the complaint, the Owner will, at its discretion, decide whether the complaint is worthy of investigation. Where the owner does decide that a complaint is worthy of investigation, it will convene an Advisory Group of three persons selected at its discretion and they will;

- (a) the Advisory Group will allow the Certificant to reply to details provided of the complaint;
- (b) the Group will advise the Owner of its conclusions and non-binding recommendations, and
- (c) the Owner will make a final decision and notify the Certificant of its consequences

In all such matters, the decision of the Owner of the Standard is final.