



Complaints Policy – Tessa Tools Ltd

Effective date: October 2025

Company: Tessa Tools Ltd

Registered office: 71–75 Shelton Street, Covent Garden, London, WC2H 9JQ

Email: compliance@tessa-tools.org

1. Purpose

Tessa Tools Ltd is committed to providing high-quality, professional training and consultancy services. We take all complaints seriously, as they provide an opportunity to review and improve our services. This policy explains how to raise a complaint, what information to include, and what you can expect from our process.

2. How to Make a Complaint

You can submit a complaint by **email** or **letter**.

By email:

compliance@tessa-tools.org

(Please include “Complaint” in the subject line.)

By post:

Complaints

Tessa Tools Ltd

71–75 Shelton Street

Covent Garden

London

WC2H 9JQ

When submitting your complaint, please include:

- Your full name
- Your contact details (telephone and email)
- The fact that you are raising a complaint
- The type of service provided
- Any relevant dates or reference numbers



- A short summary of the issue and why you were dissatisfied

3. What to Expect

We will handle all complaints during normal business hours:

Monday to Friday, 09:00–17:00 (excluding public holidays).

Acknowledgement: We will acknowledge your complaint within **5 business days** of receipt.

Investigation: We will carry out a thorough investigation. This may involve contacting you for further information.

Response: We will ordinarily provide a full written response **within 14 business days** of acknowledging your complaint. If additional time is needed, we will inform you and provide regular updates until a final response is issued. All final responses are provided **via email**.

4. Possible Outcomes

If we agree with all or part of your complaint, we will propose a fair and proportionate resolution. This may include:

- A full refund
- A partial refund
- A discount code for future services
- Re-provision of the agreed service(s)

If we do not uphold your complaint, we will provide a full written explanation setting out our reasons.

5. Escalation or External Review

Tessa Tools Ltd is not currently a member of a statutory ombudsman or industry complaints scheme. However, if you remain dissatisfied after receiving our final response, you may seek advice or raise your concerns externally through one of the following routes:

- **Citizens Advice Bureau** – for independent consumer advice.



- **Chartered Management Institute (CMI) or British Association of Social Workers (BASW)** – if your concern relates to professional conduct or ethical practice.
- **Alternative Dispute Resolution (ADR)** – we are open to engaging in an independent mediation process where appropriate.

Details of these organisations can be provided upon request.

6. Accessibility

If you require this complaints process in an alternative format or need assistance to make a complaint, please contact us and we will make reasonable adjustments to support access.

7. Confidentiality and Record-Keeping

All complaints and related correspondence will be treated confidentially and retained securely for a period of up to 12 months after resolution, in line with our [Privacy Policy](#) and data protection obligations.

8. Feedback

We value all feedback and use it to continuously improve our training and consultancy services. If you have suggestions that do not amount to a complaint, you can contact us at compliance@tessa-tools.org.

9. Continuous Improvement

Tessa Tools Ltd reviews all complaints to identify learning and improvement opportunities. Complaints are logged securely and handled in accordance with our Privacy Policy and UK GDPR obligations.