



Feedback on Sessions – Tessa Tools Ltd

Effective date: October 2025

Company: Tessa Tools Ltd

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

Email: hello@tessa-tools.org

1. Purpose

Tessa Tools Ltd values the feedback of everyone who attends our training, workshops, or consultancy sessions. We actively welcome all feedback — positive or negative — as it helps us maintain transparency, accountability, and continuous improvement across our services.

2. The Difference Between Feedback and a Complaint

Feedback is any comment, observation, or suggestion about your experience of our sessions, content, or delivery. It may include what worked well, what could be improved, or ideas for future topics or approaches.

A complaint is different. It is a formal expression of dissatisfaction where you believe something went wrong, fell below expected standards, or requires an investigation or remedy. Complaints follow a structured process, with written acknowledgement, investigation, and a formal response.

If your concern involves a serious issue — such as poor service, unprofessional behaviour, or breach of agreement — please refer to our [Complaints Policy](#) instead. We will then follow our full complaint investigation procedure.

3. How to Provide Feedback

You can share your feedback in any of the following ways:

- By emailing us at hello@tessa-tools.org with “Feedback” in the subject line.
- By completing a post-session feedback form (if provided as part of your training or workshop).
- By contacting us directly using the enquiry form on our website.



We review all feedback and, where appropriate, use it to refine our training materials, improve user experience, and inform the development of future sessions. You may choose to provide feedback anonymously, but please note that if you wish to receive a response, you will need to include your contact details.

4. What Happens Next

All feedback is logged and reviewed regularly. Where feedback raises a concern or pattern that may indicate a service issue, it will be referred to the Director for consideration under the Complaints Policy. This ensures that all feedback is managed fairly and proportionately.

If your feedback includes suggestions, praise, or examples of positive practice, we may (with your consent) use anonymised quotes in evaluation reports or testimonials to help promote learning and good practice.

5. Contact

We encourage you to share your thoughts openly — whether constructive, critical, or complimentary. Every piece of feedback helps us uphold the values of clarity, accountability, and ethical practice that underpin Tessa Tools.

Email: hello@tessa-tools.org