



# Complaint & Dispute Resolution Procedure

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## **TTC Group Complaint / Dispute Resolution Procedure**

### **Introduction**

TTC aim to offer you the best customer service possible, if you feel we have not achieved this then please let us know. We want to try and resolve your complaint and will work with you to do this.

### **How to make a complaint**

If you have reason to make a complaint there are three ways to contact us.

#### **By Phone**

- Call 0330 024 1805 or the regional number provided on your documentation from TTC. A member of our team will then be able to assist you.

#### **By e-mail to any of the following:**

- [complaints@ttc-uk.com](mailto:complaints@ttc-uk.com)
- [ndors@ttc-uk.com](mailto:ndors@ttc-uk.com)
- [ddrs@ttc-uk.com](mailto:ddrs@ttc-uk.com)
- [ymholiadau@ttc-uk.com](mailto:ymholiadau@ttc-uk.com)
- [info@cycleexperience.com](mailto:info@cycleexperience.com)

Please let us know as many details as possible; name, address and contact number. Your email will be acknowledged within 24 hours\* of receipt and responded to within 7 working days.

#### **By Post**

You can write to us at Complaints, TTC Group, Hadley Park East, Hadley, Telford, Shropshire, TF1 6QJ. Your letter will be acknowledged within 1 working day of receipt and we will respond to within 7 days of receipt.

#### **Issue not resolved**

Once we receive your complaint we aim to respond and resolve it as soon as possible within the scope of the company and contracted partners. If a complaint is not resolved to your satisfaction you can ask to escalate the issue to a Team Manager who will be able to speak to you or arrange a suitable time for both parties to call you back. If after speaking to the Team Manager you do not feel that your issue has been resolved appropriately you can ask for it to be reviewed by a member of the Management team, who will then become responsible for the resolution of the issue.

*\* (excludes Sundays and Bank Holidays)*

For how your complaint will be dealt with please view our customer complaint flow chart below:

# TTC Customer Complaint Flowchart

## How your complaint will be dealt with

### STAGE 1

You will receive an acknowledgement within 1 working day of receipt of your complaint, telling you who is dealing with it. A full reply will follow within 7 working days of receipt, or you will be advised of any further delay.

### STAGE 2

If you are not happy with the outcome, please write back within 1 month. A TTC Manager will acknowledge your letter within 7 working days of its receipt and arrange a review of your complaint. You will be sent a full reply within 14 working days of receiving your letter, or be advised of any delay.

### STAGE 3

If you are still unhappy with the situation, please write back to that Manager within 1 month. Your complaint will then be referred to the Director of Client Services for a final review. You will be sent an acknowledgement within 7 working days of receiving your letter and a full reply will be sent within 14 working days of its receipt or you will be advised of any delay.