

TPI Complaints Policy for TPI Services and Staff Conduct

Our commitment

TPI is committed to providing a high standard of service. We aim to handle every complaint promptly, fairly, and with respect for everyone involved.

If you are dissatisfied with the service you have received from TPI, or with the conduct of a member of our staff, you can make a complaint under this policy. Making a complaint is free, and doing so in good faith will never result in you being treated less favourably.

What this Policy covers

This policy applies to complaints about TPI's own service or the conduct of its staff.

Who can complain

Anyone who has received, or been directly affected by, a service from TPI or the conduct of its staff may complain.

We will consider anonymous complaints and investigate them as far as we reasonably can. Please note that anonymity may limit our ability to investigate fully, to ask follow-up questions, or to keep you updated on the outcome.

When to complain

Please raise your complaint as soon as possible, and normally within three months of the event you are complaining about (or of becoming aware of it). We may accept complaints made later where there is a good reason for the delay, for example, illness, and where it is still possible to investigate fairly.

How to make a complaint

We offer several ways to complain so that everyone can use this policy. Please give us as much relevant information as you can, what happened, when, who was involved, etc.

- Email: info@tpi.org.uk
- Online form: the Complaints Form on the TPI website
- By post: TPI, 3rd floor, 2-4 St George's Road, London, SW19 4DP

If you need this policy or the complaints form in an alternative format (for example large print, or easy read), or if you need any reasonable adjustment to make a complaint, please let us know and we will do our best to help.

How we handle your complaint

Once we receive a formal complaint, we will follow these steps:

- We will acknowledge your complaint in writing within 5 working days.
- Your complaint will normally be forwarded to the Chief of Operations & People (COP), who will investigate and provide a written response, normally within 14 working days of acknowledgement.
- If we cannot respond within 14 working days, we will tell you why and give you a new date. We will aim to keep any extension to no more than a further 20 working days.

Conflicts of interest at the investigation stage

A fair process means the person investigating should have no personal involvement in the matter. Accordingly:

- Where a complaint concerns the COP, or it would not be appropriate for the COP to handle it, the complaint will be investigated by the CEO or another member of the Senior Leadership Team not involved in the matter.
- Where a complaint concerns the CEO, it will be investigated by the Board Director instead.

If you are unhappy with the outcome

If you are dissatisfied with our response, you may ask for the matter to be reviewed. Your request should be made in writing within 14 working days of our response, explaining why you remain dissatisfied and what outcome you are seeking.

The review will be carried out by the CEO, or where the CEO was involved at the investigation stage, by another director. The reviewer will always be someone who was not involved in investigating your complaint, so that the review is independent.

The reviewer will confirm their decision in writing, normally within 14 working days. This decision concludes TPI's complaints process.

Right to appeal a decision

If you are still unhappy with the outcome of the complaints procedure relating to a regulated examination, you may pursue the matter with the [Awarding Body for the Built Environment \(ABBE\)](#), the Awarding Organisation for TPI examinations, following their complaints policy.

Fairness to everyone involved

We treat both the complainant and anyone complained about fairly and without pre-judging the outcome. Where a complaint concerns a named member of staff, they will normally be told that a complaint has been made and given a fair opportunity to give their account before we reach any findings. All parties are entitled to have the matter handled confidentially and with respect.

Confidentiality, records, and data protection

Complaints are handled confidentially and shared only with those who need to be involved in resolving them. Any personal data is processed in line with our Privacy Notice and UK GDPR.

We log all complaints and review them periodically to identify trends and improve our services. Complaint records are retained for as long as necessary for the purposes set out in this policy and to meet our legal and regulatory obligations.

No detriment for complaining in good faith

No one will be treated less favourably, penalised, or disadvantaged for making a complaint in good faith, or for supporting or representing someone who does. If you feel you have experienced any such treatment, please tell us. We will treat it as a serious matter.

Unreasonable or abusive complaints

We take all complaints seriously and want everyone to be able to use this policy. Very occasionally, the way a complaint is pursued, rather than the complaint itself, may be unreasonable: for example, where it is repeated after it has been fully answered, is being used to harass, or involves abusive behaviour towards our staff.

In these limited circumstances we may manage the complaint differently, in line with our Unreasonable Behaviour Policy. To make sure this is not used to avoid legitimate complaints, the following safeguards apply:

- A decision to treat a complaint as unreasonable must be approved by at least two members of Senior Leadership Team.
- We will tell you in writing that we are applying this policy, explain why.
- You may ask for this decision to be reviewed, and we will keep it under review, the underlying subject of a genuine complaint will still be considered on its merits.