



Customer Complaints Policy

Version: 2.0

Date: June 2023

FFT is committed to providing a high level of service to our customers. If you are not satisfied with the services provided by FFT we need you to tell us about it. This will help us to improve our standards.

FFT Customer Complaints Procedure

Step 1

If you have a complaint, please contact FFT's support team by email or telephone in the first instance so that we can try to resolve your complaint informally.

- FFT Aspire: support@fft.org.uk
- FFT Tutoring: tutoringsupport@fft.org.uk
- Any other FFT products or services: support@fft.org.uk
- Telephone: 01446 776262

Step 2

If we are unable to satisfactorily resolve your complaint through step 1, then please contact Helen Robinson (Operations Director). You can contact Helen Robinson by email (helen.robinson@fft.org.uk) or by writing to FFT, The Pavilion, 60 Eastgate, Cowbridge, CF71 7AB

When managing your complaint at Step 2, we will:

- Send you an email or letter acknowledging your complaint and asking you to confirm or explain the details set out. You can expect to receive this acknowledgement within 5 days of us receiving your complaint.
- We will record your complaint in our central register.
- The investigation into your complaint will then commence.
- Where applicable, the Operations Director will contact you to discuss, and hopefully resolve, your complaint.
- The Operations Director will then write to you with the investigation outcome and any proposed resolution to resolve the matter.
- We aim to resolve complaints within 20 working days of the acknowledgement of your complaint.
- If we must change any of the time scales above, we will let you know and explain why.