

# Complaints Policy

Treasury Works Limited · Effective date: October 2026 · Version 1.1

## 1. Purpose and scope

This policy sets out how Treasury Works Limited (“Treasury Works”, “we”, “us”) handles complaints. A complaint is any expression of dissatisfaction about our service, whether made in writing or spoken. It applies to the academy trusts we work with and to their staff and officers. We treat every complaint as a chance to put something right and to improve how we work.

## 2. Our commitment

We aim to deal with complaints fairly, promptly and without defensiveness. We will not treat you differently for having raised a concern. Where we have got something wrong, we will say so and explain what we are doing about it.

## 3. How to make a complaint

You can raise a complaint in whichever way suits you:

- by email to [admin@treasuryworks.co.uk](mailto:admin@treasuryworks.co.uk);
- in writing to 45 Knottingley Drive, Great Sutton, Ellesmere Port, CH66 4XF, marked for the attention of the person named in section 5.

To help us look into it quickly, please tell us:

- your name, your trust, and how to reach you;
- what went wrong and when it happened;
- who you dealt with, if you know; and
- what you would like us to do to put it right.

## 4. What happens next

Our process and timescales are:

| Stage                    | What we do                                                                                                                                   | Timescale                |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| <b>Acknowledge</b>       | We confirm in writing that we have received your complaint and tell you who is handling it.                                                  | Within 3 working days    |
| <b>Investigate</b>       | We look into what happened, review the relevant records, and speak to the people involved.                                                   | Ongoing                  |
| <b>Respond</b>           | We send you a full written response explaining our findings, our decision, and what we will do.                                              | Within 20 working days   |
| <b>If we need longer</b> | For complex matters, we explain why we need more time and give you a date. We aim to resolve every complaint within 8 weeks of receiving it. | Kept informed throughout |

## 5. Who handles complaints

Complaints are normally handled by one of our Directors. If your complaint is about that person, the other director will handle it instead. As a two-director business we keep this proportionate, while making sure that whoever reviews a complaint was not the subject of it wherever possible.

## 6. If you remain dissatisfied

If you are not happy with our response, tell us and we will review the matter again at director level and set out our final position in writing.

Treasury Works is not authorised or regulated by the Financial Conduct Authority, and the administrative service we provide sits outside the FCA's regulated perimeter. Because of this, the Financial Ombudsman Service cannot consider a complaint about our service. You keep all of your normal legal rights, and we are willing to take part in independent mediation if that would help resolve the matter.

## 7. Complaints about how we handle your data

If your complaint is about how we have used your personal data, our Privacy Notice explains your rights and how to raise it. You can ask us to look into it, and you can also complain to the Information Commissioner's Office ([ico.org.uk](https://ico.org.uk), helpline 0303 123 1113).

## 8. Records and learning

We keep a record of every complaint, our investigation and the outcome, for 6 years. We review complaints periodically to spot patterns and to improve the service. Complaint records are kept securely and access is limited to the directors.

## 9. Contact

Treasury Works Limited, 45 Knottingley Drive, Great Sutton, Ellesmere Port, CH66 4XF. Company number 17327514. Email [admin@treasuryworks.co.uk](mailto:admin@treasuryworks.co.uk)