

TPL Media
34 Clarendon Road
Watford
Hertfordshire
WD17 1JJ

Head Office
2nd Floor, Mander House
Mander Centre
Wolverhampton
WV1 3NH



TPL Media Complaints Procedure

Our customers are important to us at TPL Media. We aim to exceed our customer's expectations every time; however, there may be occasions where we fall short in some way. If this does happen, we want to know.

TPL can reassure you that every complaint is taken very seriously and dealt in accordance with the GDPR legislation and Data Protection Act 2018, and with our internal complaints procedure, which are designed to resolve your concerns quickly and efficiently.

How can I make a complaint?

Write to: TPL Compliance, 2nd Floor Mander House, Mander Centre, Wolverhampton, WV1 3NH.

E-mail: Compliance@tplmedia.co.uk

Tel: 0247 699 2899

What happens next?

Your complaint will be logged on our compliance system and allocated to a member of the Compliance Team to investigate.

You will receive an acknowledgment either in writing or by e-mail within 5 working days of receipt, which will identify the team member who will be handling the complaint for the business, together with a copy of this complaints procedure.

Depending on the nature of your complaint:

Within 2 weeks, after receipt of a complaint, we will send to you either:

- i. A written reply to your complaint, what we have done to resolve it and what to do if you are not happy with the outcome.
- ii. An update to your complaint, what we are doing to try and resolve it and what the timescales are likely to be.
- iii. A decision that we have not upheld your complaint and what you can do to escalate it if you are not happy.

Under the GDPR regulations we must complete your subject access requests within 30 days. We always aim to complete any complaints within this timescale too.

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Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress which you accept.

Appropriate redress will not always involve financial redress.

If you are not satisfied with our response, or if a complaint is not resolved after 8 weeks, you may refer the complaint to The Information Commissioners Office - <https://ico.org.uk/concerns/> or call their helpline on 0303 123 1113.

We reserve the right to decline to consider a complaint which is made more than six months after the complainant became aware of the cause for the complaint

About TPL Media

We are a marketing company and do not hold information that is classified as sensitive, such as financial information e.g. bank account numbers, medical data, personal employment information e.g. National Insurance Numbers.

Our database is comprised of “lifestyle” data that has been compiled through surveys about specific products and services widely available from our clients.