

# **FIRSTAID4LIFE Limited**

## **Complaints Policy**

## **1. Overview**

1.1 FIRST AID4LIFE LIMITED is committed to providing an open and accountable quality service for all. One way in which we can continue to improve is by listening and responding positively to all complaints, by putting mistakes right and taking whatever steps possible to prevent further occurrences.

1.2 FIRST AID4LIFE LIMITED aim to ensure that:

- a) Making a complaint is as easy as possible
- b) We deal with complaints promptly, politely, fairly, factually and confidentially [where appropriate]
- c) We deal with complaints as an expression of dissatisfaction with our services which calls for prompt response
- d) We respond in the right way, with explanation, apology or information as appropriate
- e) We review and learn from complaints thereby improving our service

1.3 We recognise that many concerns need to be raised informally and dealt with quickly. However if concerns cannot be resolved informally, immediately or the matter is serious then the formal complaints policy should be followed.

1.4 Complaints regarding teaching, assessment, administration and quality assurance are normally handled by FIRST AID4LIFE LIMITED who are a Centre offering Awarding Organisation (AO) qualifications.

1.5 If you are dissatisfied with a decision made by FIRST AID4LIFE LIMITED you can then complain to the Awarding Organisation.

## **2. Complaint or Appeal?**

2.1 An appeal occurs when a judgement decision has been made e.g. Candidates may appeal assessment decisions or FIRST AID4LIFE LIMITED may appeal external verification decisions.

2.2 Any individual or organisation that is affected by an assessment decision made by FIRST AID4LIFE LIMITED or the AO is eligible to take advantage of the appeals process.

2.3 The AO Appeals Policy can be found on the AO website. The FIRST AID4LIFE LIMITED Appeals policy may be found on the FIRST AID4LIFE LIMITED site or can be applied for directly.

## **3 Formal Complaints to FIRST AID4LIFE LIMITED**

3.1 This formal complaint procedure is intended to ensure all complaints are handled fairly and consistently.

3.2 A formal complaint should be instigated if informal methods did not resolve the concern.

3.3 FIRST AID4LIFE LIMITED will:

- a) Respond to the formal complaint in writing within 5 working days, stating the time period for a considered response [15 working days].
- b) Deal reasonably and sensitively to the complaint.
- c) Take action where appropriate.

3.4 The complainant should:

- a) Complain in writing
- b) Use the word 'complaint' to avoid any misinterpretation of any comment, or other statements or correspondence received.
- c) Raise concerns and explain clearly all details, consequences as a result and the form of redress or change in operations that are sought.
- d) Complain within 8 weeks of the occurrence.

3.5 FIRSTAID4LIFE LIMITED will investigate the subject matter of the complaint and reply in writing within 15 working days.

3.6 If the complainant is not satisfied with the response then they can write directly to FIRSTAID4LIFE LIMITED for review and if still not satisfied can complain to the AO who will follow AO published procedures for handling complaints.

3.7 If not satisfied with AO published procedures then a complaint can be made to the external regulators\*, Ofqual or SQA Accreditation, after exhausting AO Complaints procedure.

3.8 FIRSTAID4LIFE LIMITED will log any complaints received including the response and actions taken. These will be reviewed at the time of the complaints and annually for trends and preventative actions required – Refer Appendix 1.

*\* "If learners are dissatisfied with the Centre and the AO's response to their complaints then the complaint may be raised to the regulator of the qualification on which they are registered (Ofqual for qualifications on the Regulated Qualifications Framework (RQF) OR SQA Accreditation for qualifications which have "SCQF" appearing in the title)."*

**APPENDIX 1: Complaints Register/Log**

<b>D a t e Received</b>	<b>Complainant</b>	<b>Acknowledged</b>	<b>S u m m a r y Complaint</b>	<b>o f</b>	<b>A c t i o n s / Response</b>