

# **FIRSTAID4LIFE Limited**

## **Customer Charter**

## 1. Overview

1.1 FIRST AID 4 LIFE LIMITED provides first aid training including first aid training needs for those who work in specialist environments. FIRST AID 4 LIFE LIMITED uses the assessment criteria as determined by the Awarding Organisation (AO) and aims to provide a quality accreditation programme for educational establishments, training providers and learners.

1.2 This charter makes explicit

- a) Our service commitment to all of our customers.
- b) Our level of expectation of the service level required from FIRST AID 4 LIFE LIMITED staff.
- c) The basis on which customers can provide feedback.

## 2. Information immediately available upon telephone or e-mail enquiry

FIRST AID 4 LIFE LIMITED have a friendly, approachable, knowledgeable and efficient approach and will take the time needed to fully understand your requirements and should be able to supply you with the following information immediately upon enquiry.

- a) All fee structures, costs and resources associated with the qualification.
- b) The AO complaint assessment methods used for their qualifications.
- c) Qualification training course outline and purpose.
- d) Administration procedures.
- e) Verification documentation and evidence of assessment decisions affecting learner's results.
- f) Qualification specification, resources & materials required.
- g) The policies and procedures of FIRST AID 4 LIFE LIMITED.
- h) Health & safety guidelines.
- i) Customer complaints procedure.
- j) Assessment and other appeals procedure.

## 3. Customer Service Statements

FIRST AID 4 LIFE LIMITED will aim to:

- a) Respond to all telephone enquiries during Office hours (Monday – Friday, 9am – 5pm).
- b) Respond to all recorded telephone messages within 2 working days.
- c) Respond to all verbal, email, website enquiries within 5 working days.
- d) Process candidate information and forward to the AO as soon as is reasonably practicable (aim is 48 hours) after course completion. Trainers sometime are on the road and travel to more than one consecutive training venue, which unavoidably delays processing. These multiple sequences of course will all be processed within 48 hours of completion of last course in the sequence.
- e) Issue the relevant certificates to candidates within 48hrs of receipt from the AO provided all invoices are paid in full.
- f) Support FIRST AID 4 LIFE LIMITED trainers delivering FIRST AID 4 LIFE LIMITED training events.
- g) Acknowledge receipt of any appeal within 2 working days.
- h) Investigate appeal and provide a reply within 15 working days (3 weeks).
- i) Acknowledge receipt of any complaint within 2 working days.
- j) Investigate all complaints and provide a reply within 15 working days (3 weeks).
- k) Maintain and regularly update the AO website which should be the first port of call for all routine administration and initial information for all courses and course candidates.
- l) Provide feedback to any interested or concerned parties.
- m) Review this policy annually

#### **4. Quality of Service Indicators**

4.1 FIRSTAD4LIFE LIMITED are committed to providing customers with a quality service that is:

- a) Consultative and responsive
- b) Open and informative
- c) Prompt and efficient
- d) Streamlined and manageable
- e) Cost-effective

4.2 FIRSTAD4LIFE LIMITED may, if required, communicate to the AO any issues regarding the level of service received.

#### **5. Summary details of FIRSTAD4LIFE LIMITED complaints and appeals procedures**

5.1 If you wish to make a complaint or appeal the initial best step is to contact the FIRSTAD4LIFE LIMITED Office directly and ask to speak to the FIRSTAD4LIFE LIMITED Director who may be able to deal informally with any issues.

5.2 If you wish to make a formal complaint the first step is to ask for, or download FIRSTAD4LIFE LIMITED Complaints Policy and then make a formal complaint in writing posted to the FIRSTAD4LIFE LIMITED Office.

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