



## COMPLAINTS POLICY

St David's First Aid Training Ltd is committed to providing a quality service for its learners. We aim to deliver a high standard of service but are aware that there may be occasions that we do not meet your expectations. In this instance please raise your concerns with us immediately so we can address them, respond positively and rectify any mistakes made.

St David's First Aid Training Ltd is committed to promoting fairness and equality of treatment to all. We welcome positive or negative feedback from any individual that has been directly affected by our services. All written correspondence will be acknowledged by us within one clear working week. Our aim is to provide our learners with a clear, precise process to follow when they feel the need to make a complaint and communicate effectively the process we will follow to resolve the complaint.

We aim to ensure:

- The complaints procedure is an easy process to follow and is prompt and efficient.
- All complaints are treated as a dissatisfaction with our level of service.
- The resolution is to the complainant's satisfaction (explanation, apology, action taken) and our staff when dealing with the complaint are courteous, consultative, and responsive.
- Complaints and feedback received is reviewed in line with our quality assurance standards to help improve our products and services.

### **Situations where this policy is not appropriate**

St David's First Aid Training Ltd will not accept a complaint under this policy in relation to:

- Complaints relating to any assessment decision or course results, please refer to our Appeals Policy.
- Complaint relating to any form of malpractice or maladministration, please refer to our Malpractice & Maladministration Policy.

## **Raising Concerns & Making Complaints**

We are committed to providing an equal opportunity for all to communicate with us, therefore this policy is available on our web site. Information about all our procedures can be found by emailing the Centre Co-Ordinator at [info@stdavidfirstaid.co.uk](mailto:info@stdavidfirstaid.co.uk) or ringing us on 029 2200 2200. Please supply as much evidence as possible to support your complaint.

If you have attended a course and are dissatisfied with the service or are seeking a refund of your course fee you must firstly try to resolve this matter with the Centre Co-ordinator. Learners must have exhausted their centres complaints policy before raising a complaint with Safety Training Awards. Safety Training Awards do not offer refunds for courses organised by individual approved centre members, so please contact the centre co-ordinator directly to discuss your concern / complaint prior to contacting the awarding organisation. If you are not happy with the response, then please contact Safety Training Awards for further advice.

A complaint can be raised by an individual, a group or a third party who is acting on the behalf of someone else. If a third party is submitting a complaint on the behalf of someone else they will need written permission from the complainant along with the written complaint attached, this should then be presented to St David's First Aid Training Ltd for acceptance.

Once St David's First Aid Training Ltd have received a complaint an acknowledgement will be sent within 7 working days. The complaint will be reviewed in line with our policies and procedures and an investigation will be conducted where necessary. To ensure a fair and thorough process is followed the duration of the investigation will depend on the nature and severity of the complaint we receive at this stage, or the complexity of the response required.

### **Informal Process**

We understand that most individuals who are not satisfied with a service would like it addressed and dealt with as soon as possible, therefore an informal process is appropriate. An informal process will be more efficient resolving complaints quickly by mediating between who is responsible for the dissatisfaction and the complainant. The complaint may be resolved immediately following this process, so we encourage our learners to contact St David's First Aid Training Ltd directly for an informal discussion if they have a complaint that needs to be resolved to achieve the desirable outcome.

## **Formal Process - Stage 1**

If the complainant is not satisfied with the outcome from the informal process the dissatisfaction should be submitted in writing to St David's First Aid Training Ltd by emailing [info@stdavidsfirstaid.co.uk](mailto:info@stdavidsfirstaid.co.uk)

Once we have received this information we will send acknowledgement of receipt to the complainant within 7 working days and an investigation to resolve the dissatisfaction will commence. St David's First Aid Training Ltd will identify an appropriate manager to review the complaint for further investigation and the complainant will be notified of the individual responsible for this. The member of management will conduct a further investigation in to the complaint, upon completion of the investigation they will communicate and notify the complainant and provide them with an explanation or resolution. To ensure a fair and thorough process is followed the duration of the investigation will depend on the nature and severity of the complaint we receive at this stage, or the complexity of the response required. If the complainant remains dissatisfied with the outcome from the manager's investigation the next steps to pursue are stage 2 of the complaints procedure.

## **Formal Process - Stage 2**

If the complainant is not satisfied with the outcome from the stage 1 complaints process they are able to request a review of the complaint by a senior manager. This must take place within 14 days of the outcome of the original complaint and must be submitted in writing. The senior manager will determine if appropriate procedures were followed and the complaint was answered fully, if there is new evidence submitted in support of the complaint this will also be reviewed. Following review, we shall aim to notify the complainant in writing as soon as possible of the outcome, within a maximum of 28 days.

## **Escalate to Safety Training Awards – Stage 3**

Please refer to the Safety Training Awards website to find further information on how to escalate a complaint to the Awarding Organisation (AO).

This policy will be reviewed annually.

Policy date: 21st April 2024

Review date: 21st April 2025

## **Contact Details**

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