



# ENQUIRIES AND COMPLAINTS POLICY

## Introduction

This policy and procedure is established for the benefit of First Aid Awards (FAA) approved Centres, Trainer/Assessors, FAA employees, learners and any other stakeholders.

It is a principle of the policy that all enquiries and complaints are dealt with quickly, fairly and thoroughly.

## Enquiries

All enquiries received by FAA will be acknowledged, and where possible, dealt with within 24 hours as per our Customer Charter. Should FAA be required to carry out further research or obtain further information to effectively deal with the enquiry, the enquirer will be informed of the anticipated revised time frame.

## Complaints

FAA prides itself on the level of service it provides to learners, Centres and all other stakeholders. Should any person feel dissatisfaction regarding an action, a lack of action, or the standard of service that they have received from FAA it is important to raise this as a complaint.

### **How to raise a complaint?**

All complaints should be directed to the contact details at the end of this policy and include the name and contact details of the complainant along with full details of the complaint and any supporting evidence.

FAA will of course receive and action any complaints where the complainant wishes to remain anonymous but can only do so when sufficient information is given to fully investigate the matter. Should the complainant fear adverse consequences as a result of lodging the complaint, they should highlight this to FAA and FAA will take all reasonable steps to protect the identity of the complainant. FAA are registered under the data protection act and handle all data accordingly.

FAA will treat every complaint fairly but will not engage with frivolous, meritless or vexatious complaints. FAA will not engage with persistent and repeated contacts from complainants where no new evidence or information is brought to the investigation.

### **FAA Actions upon receiving a complaint**

On receipt of a complaint the following process will be followed:

- All complaints will be acknowledged within 24 hours of receipt. Complainants providing only a postal contact address should be aware that communication may take longer dependent on the postal system
- FAA will accept complaints relating to a Centre but only if the Centre's complaints process has been exhausted
- FAA will endeavour, where possible, to resolve the complaint with a frontline resolution in cases where no, or little, investigation is required. Where this is possible FAA will resolve the complaint within a maximum of 5 working days, although would aim to resolve the complaint much sooner
- Should a complaint require a thorough investigation to be resolved, FAA will escalate the complaint internally for the attention of the FAA management team. The complainant will be informed of this decision and advised that the process could take up to 20 working days
- FAA will arrange for a suitably competent person to investigate the complaint and propose a resolution to be agreed with the management team
- FAA will inform the complainant of the decision within 20 working days of receiving the complaint
- If at any stage of the complaints handling process a clear and justifiable reason occurs that will prevent FAA from meeting any of the deadlines stated within this process, FAA will inform the complainant of the likely revised time scales and the reasons for doing so
- FAA will maintain records, along with any supporting evidence, of all complaints for 3 years

### **Conclusion of the complaint**

FAA will propose, to the complainant, a resolution to the complaint that FAA feels is fair and justified.

Where a complaint exposes a failure in the assessment process or a weakness is discovered, FAA will take all reasonable steps to:

- Identify any other learners who have been effected
- Correct or, where it cannot be corrected, mitigate as far as possible the effects of any failure
- Ensure that the failure does not recur in the future
- Rectify any weakness discovered
- Inform the relevant regulatory body if appropriate

Should FAA discover a weakness or failure in any FAA process, policy or procedure it will update working systems and procedures to seek continual improvement in the way that FAA and registered Centres work.



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### ***If the complainant is unhappy with the outcome of the complaint***

Should the complainant be unhappy with the proposed outcome of the complaint they are able to appeal the decision made by FAA in line with the FAA Appeals policy.

Should the complainant be dissatisfied with the outcome of an appeal, they are advised that the complaint can be escalated to the relevant regulatory body.

In Scotland, following any review by SQA Accreditation, learners undertaking qualifications delivered by Further Education Colleges, Local Authorities or any other public service body in Scotland, may escalate a complaint to the Scottish Public Service Ombudsman (SPSO).

### **Fees**

There is no fee for lodging a complaint but FAA will charge Centres the current external quality assurance fee where a Centre visit is required as part of a complaint investigation. FAA will inform the Centre in advance of any required external quality assurance visits.

Please see FAA Pricing Policy for current charges.

### **Records**

FAA and Centres will retain all paperwork relating to complaints for three years.

### **Policy Review**

FAA will review this policy on a regular basis to ensure its effectiveness and taking into account any feedback. Should you have any feedback regarding this policy then please contact FAA as below.

### **Contact Details**

First Aid Awards Ltd, Awards House, 10 Central Treviscoe, St Austell, Cornwall PL26 7QW

**TEL** 03458 333999

**EMAIL** [enquiries@firstaidawards.com](mailto:enquiries@firstaidawards.com)

### **Useful Links**

[FAA Appeals Policy](#)

[FAA Pricing Policy](#)

[FAA Customer Charter](#)

[Ofqual](#)

[SQA Accreditation](#)

[Scottish Public Service Ombudsman](#)