

COMPLAINTS

A complaint is an expression of dissatisfaction.

Feedback is important to First Aid Awards (FAA) and we want to hear if you are unhappy or dissatisfied giving us the opportunity to address any issues.

COMPLAINTS ABOUT AN FAA CENTRE

A complaint relating to an FAA centre should initially be made direct to the centre who will follow their complaints policy. If you are unhappy with the outcome your complaint can be referred to FAA.

If you feel unable to complain to the centre, you can send your complaint to FAA who will act as an intermediary.

MAKING A COMPLAINT TO FAA

Complaints should be made in writing and include any relevant supporting evidence. We need to know:

- What and/or who you are complaining about
- When and where this happened
- If relevant, how you think this could be corrected

If requested FAA will take all reasonable steps to protect your identity but it should be acknowledged that you could be identified due to the nature of the complaint.

FAA hold and process personal data in accordance with GDPR. Please refer to the [FAA Data Protection Policy](#).

FAA will treat every complaint fairly but will not engage with frivolous or vexatious complaints or repeated contact where no new information is given.

FAA INVESTIGATION

FAA will:

- Acknowledge your complaint within 2 working days
- Use suitably competent personnel to investigate the complaint
- Aim to complete within 20 working days, advising you of any revised timescale if required
- Follow the [FAA Maladministration and Malpractice Policy \(including whistleblowing\)](#) if maladministration or malpractice is suspected or found during the investigation
- Inform you of the outcome in writing. FAA will not disclose information if it would breach a duty of confidentiality or any other legal duty

If you are unhappy with the outcome you can appeal following the [FAA Appeals Policy](#).

REFERRAL TO THE REGULATORY BODY AND SPSO IN SCOTLAND

If you are dissatisfied with the outcome of your complaint you can refer the matter to the regulatory body. The regulatory body would expect you to have initially complained to FAA giving us the opportunity to resolve your complaint.

Following any review by SQA Accreditation, learners undertaking qualifications delivered by further education colleges, local authorities, or any other public service body in Scotland, can escalate a complaint to the Scottish Public Service Ombudsman (SPSO).

FAA REGULATORY RESPONSIBILITY

If a failure or weakness is found in the assessment process, FAA will take all reasonable steps to correct, or where it cannot be corrected, mitigate as far as possible and ensure that the failure does not recur. Any other learners who have been affected will be identified and FAA will inform the regulatory bodies as appropriate.

ENQUIRIES

All enquiries received will be acknowledged and where possible completed within 24 hours (one working day).

If this is not possible, for example if additional information is needed to answer the enquiry, we will give the expected time frame.

FAA policies are kept under constant review and updated as and when required.