



ENQUIRIES AND COMPLAINTS POLICY

Introduction

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

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

FAA Centres

Enquiries

Centres are required to respond to all enquiries in a prompt and businesslike manner. All enquiries are potential customers and a poor response will reflect badly on FAA and the Centre.

Complaints

In the interest of learners all Centres must have their own documented complaints handling procedure.

Learners must be made aware of this at the start of every course and be informed that they are able to escalate their complaint to FAA and the relevant Regulatory Body if required. All Centre personnel must be made aware of the complaints handling procedure.

Where, through a complaint, a Centre discovers a failure or a weakness in the assessment process, the Centre must inform FAA immediately.

All complaints must be documented and paperwork retained for 3 years.

Enquiries

All enquiries received by First Aid Awards will be acknowledged within 24 hours as per our Customer Charter, and where possible, the subject matter dealt with in a maximum of 5 working days.

Complaints

Submitting a Complaint to FAA

Any complaints submitted to FAA must include as much information as possible and submitted within a reasonable time frame.

All complaints should be submitted to FAA in writing to the contact details provided at the bottom of this policy.

It is expected that the complainant should provide their name although such personal data will be kept confidential in further stages unless this would prevent full investigation.

Complaints directly relating to a FAA registered Centre should, in the first instance, be directed to the Centre and the Centre's complaints policy and procedure exhausted before seeking the involvement of FAA. In exceptional circumstances where a complainant cannot complain to the Centre or there are valid reasons why they may choose not to, the complaint can be sent direct to FAA.

FAA Complaints Procedure

FAA will:

- Acknowledge receipt of the complaint within 5 working days
- Pass the complaint to the FAA Centre concerned if appropriate
- Arrange for appropriate FAA personnel to examine the complaint
- Aim to examine the complaint and respond within 20 working days of receipt. In some cases the process may take longer, for example if a Centre visit is required. In such instances we will contact all parties concerned to inform them of the likely revised timescale
- Inform the complainant of the outcome within 5 working days of a decision being made
- Pursue the matter through the FAA Maladministration and Malpractice Policy if, as a result of investigation, FAA finds evidence of possible maladministration or malpractice

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.

Complaint Review Procedure

If the complainant is not happy with the outcome of their complaint they may request a review of the decision. Application for review must be in writing setting out the reasons why the complainant is unhappy with the original outcome.

ENQUIRIES AND COMPLAINTS POLICY

FAA will:

- Acknowledge receipt of the complaint review request within 5 working days
- Arrange for appropriate FAA personnel to examine the complaint who were not involved with the original decision
- Aim to examine the complaint and respond within 20 working days of receipt. In some cases the process may take longer for example if a Centre visit is required. In such instances, FAA will contact all parties concerned to inform them of the likely revised timescale
- Inform the complainant of the outcome within 5 working days of a decision being made
- Pursue the matter through the FAA Maladministration and Malpractice Policy if, as a result of investigation, FAA finds evidence of possible maladministration or malpractice
- Convey the results of the review in writing and indicate that if the complainant is still not happy with the outcome they may request that the matter is referred to the relevant Regulatory Body for review.

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).

Complaints Monitoring

Where a complaint exposes a failure in the assessment process or a weakness is discovered, FAA must 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

FAA will review the outcome of each complaint and where applicable update working systems and procedures to seek continual improvement in the way that FAA and registered Centres work.

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

It is important that FAA and Centres 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

Useful Links

[FAA Appeals Policy](#)

[FAA Pricing Policy](#)

[FAA Customer Charter](#)

[Ofqual](#)

[SQA Accreditation](#)

[Qualifications Wales](#)

[CCEA](#)

[Scottish Public Service Ombudsman](#)