

A2E First Aid Training

Complaints Policy & Procedure

1. Overview

1.1 [A2E First Aid Training](#) is committed to providing an open and accountable quality service for all. One way we continue to improve is by listening and responding to all complaints, by rectifying mistakes and taking whatever steps possible to prevent further occurrences.

1.2 [A2E First Aid Training](#) aim to ensure that:

- a) Making a complaint is as easy as possible
- b) We deal with complaints promptly, politely, fairly, factually and confidentially
- c) We deal with complaints as an expression of dissatisfaction with our services which calls for prompt response
- d) We respond in the right way, with explanation, apology or information as appropriate
- e) We review and learn from complaints thereby improving our service

1.3 We recognise that many concerns need to be raised informally and dealt with quickly. However if concerns cannot be resolved informally, immediately or the matter is serious then the formal complaints policy should be followed.

1.4 Complaints regarding teaching, assessment, administration and quality assurance are normally handled by [A2E First Aid Training](#) who are an ITC First approved Centre offering ITC qualifications.

1.5 If you are dissatisfied with a decision made by [A2E First Aid Training](#) or our procedures and have exhausted our procedures you can then complain to our Awarding Body/Organisation ITC First.

2. Complaint or Appeal?

2.1 An appeal occurs when a judgement decision has been made. E.g. Candidates may appeal assessment decisions or [A2E First Aid Training](#) may appeal external verification decisions.

2.2 Any individual or organisation that is affected by an assessment decision made by [A2E First Aid Training](#) or ITC First is eligible to take advantage of the appeals process.

2.3 The ITC Appeals Policy can be found on the policies/procedures page of the ITC website. The A2E First Aid Training Appeals policy may be found on the [A2E First Aid Training](#) website or can be applied for directly.

3. Formal Complaints to [A2E First Aid Training](#)

3.1 This formal complaint procedure is intended to ensure all complaints are handled fairly and consistently.

3.2 A formal complaint should be instigated if informal methods did not resolve the concern.

3.3 [A2E First Aid Training](#) will:

- a) Respond to the formal complaint in writing within 5 working days, stating the time period for a considered response [15 working days].
- b) Deal reasonably and sensitively to the complaint.
- c) Take action where appropriate.

3.4 The complainant should:

- a) Complain in writing
- b) Use the word 'complaint' to avoid any misinterpretation of any comment, or other statements or correspondence received.
- c) Raise concerns and explain clearly all details, consequences as a result and the form of redress or change in operations that are sought.
- d) Complain to [A2E First Aid Training](#) within 8 weeks of the occurrence.

3.5 [A2E First Aid Training](#) will investigate the subject matter of the complaint and reply in writing within 15 working days.

3.6 If the complainant is not satisfied with the response then they can write directly to [A2E First Aid Training](#) for review. If still not satisfied and it is in relation to delivery of an ITC qualification the complainant can complain to the ITC Awards Manager who will follow ITC published procedures for handling complaints.

3.7 If not satisfied with ITC published procedures then a complaint can be escalated to the external regulators, Ofqual (if enrolled on an RQF qualification) or SQA Accreditation (if enrolled on an SQA Accredited qualification) after exhausting ITC First Complaints procedure.

3.8 Regulators will scrutinise the Centre and ITC against their published procedures. The regulators cannot overturn assessment decisions or academic judgments.

4.0 [A2E First Aid Training](#) will log any complaints received including the response and actions taken. These will be reviewed at the time of the complaints and annually for trends and preventative actions required – Refer Appendix 1.

APPENDIX 1: Template Complaints Register/Log

Date Received	Complainant	Acknowledged	Summary of Complaint	Actions/Response