

# **Highland First Aid**

## **Complaints Policy & Procedure**

## Complaints Policy

### 1. Overview

1.1 [Highland First Aid](#) 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 errors and taking whatever steps possible to prevent further occurrences.

1.2 [Highland First Aid](#) 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 service that requires prompt action or response.
- d) We respond in the correct and proper 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, recording and quality assurance are initially handled by [Highland First Aid](#) who are an ITC First approved Centre offering ITC qualifications.

1.5 After exhausting [Highland First Aid](#) procedures, if you are dissatisfied with a decision made or procedures followed by [Highland First Aid](#) you can then complain to ITC First, our Awarding Organisation/Body.

### 2. A complaint or an appeal

2.1 An appeal occurs when a judgement decision has been made. E.g. Candidates may appeal assessment decisions.

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

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

### 3. Formal complaints to [Highland First Aid](#)

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 do not resolve the concern.

3.3 [Highland First Aid](#) 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 [Highland First Aid](#) within 8 weeks of the occurrence.

- 3.5 [Highland First Aid](#) 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 [Highland First Aid](#) for review and if still not satisfied can complain to ITC Awards Manager who will follow ITC published procedures for handling complaints.
- 3.7 If not satisfied with ITC First published procedures then a complaint can be escalated to the external regulators, Ofqual or SQA Accreditation (if enrolled on a SCQF qualification) after exhausting ITC First complaints procedure.
- 3.8 If learners are dissatisfied with Highland First Aid and ITC First response to their complaints then the complaint may be raised to the regulator of the qualification on which they are registered (Ofqual for qualifications on the Regulated Qualifications Framework (RQF) OR SQA Accreditation for qualifications which have "SCQF" appearing in the title)
- 3.10 [Highland First Aid](#) will log any complaints received including the response and actions taken. These will be reviewed at the time of the complaints.

**APPENDIX 1: Template Complaints Register/Log**

<b>Date Received</b>	<b>Complainant</b>	<b>Received by</b>	<b>Summary of Complaint</b>	<b>Actions/Response</b>