

## 2<sup>nd</sup> Chance First Aid

### Complaints Policy



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## **Complaints Procedures**

### **1. Overview**

1.1 **2<sup>nd</sup> Chance First Aid** is committed to providing an open and accountable quality service for all. One way in which we can continue to improve is by listening and responding positively to all complaints, by putting mistakes right and taking whatever steps possible to prevent further occurrences.

1.2 **2<sup>nd</sup> Chance First Aid** aim to ensure that by:

- a) Making a complaint as easy as possible.
- b) We deal with complaints promptly, politely, fairly, factually and confidentially [where appropriate].
- 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 **2<sup>nd</sup> Chance First Aid** who are a centre offering **ITC First** qualifications.

1.5 If you are dissatisfied with a decision made by **2<sup>nd</sup> Chance First Aid** you can then complain to the awarding body **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 **2<sup>nd</sup> Chance First Aid** may appeal external verification decisions.

2.2 Any individual or organisation that is affected by an assessment decision made by **2<sup>nd</sup> Chance 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 home page of the **ITC First** website. The **2<sup>nd</sup> Chance First Aid** Appeals policy may be found on the **2<sup>nd</sup> Chance First Aid** site or can be applied for directly.

### **3 Formal Complaints to **2<sup>nd</sup> Chance 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 did not resolve the concern.

3.3 **2<sup>nd</sup> Chance First Aid** will:

- a) Respond to the formal complaint in writing within 5 working days, stating the time period for a considered response [15 workings days/3 weeks].
- 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 within 15 working days/3 weeks of the occurrence.

3.5 **2<sup>nd</sup> Chance First Aid** will investigate the subject matter of the complaint and reply in writing within 15 working days/3 weeks.

3.6 If the complainant is not satisfied with the response then they can write directly to **2<sup>nd</sup> Chance First Aid** for review and if still not satisfied can complain to **ITC First** Awards Manager who will follow **ITC First** 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 (if enrolled on an RQF qualification) or SQA (if enrolled on a SCQF qualification) after exhausting **ITC First** Complaints procedure.

3.8 **SQA Complaints ONLY.** If the complaint has been escalated to SQA and the candidate is not satisfied with the procedures the complaint can be ultimately raised to the Scottish Public Services Ombudsman (SPSO).

3.8 **2<sup>nd</sup> Chance First Aid** 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: Complaints Register/Log**

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