

2nd Chance First Aid

Customer Charter



2nd Chance First Aid
25a Fieldcourt Gardens
Quedgeley
Gloucester
Gloucestershire
GL2 4UD

www.2ndchancefirstaid.co.uk

email: 2ndchancefirstaid@blueyonder.co.uk

Tel: 01452 723150

Mob: 07855 473751

1. Overview

1.1 **2nd Chance First Aid** provides first aid training including first aid training needs for those who work in specialist environments. **2nd Chance First Aid** uses the assessment criteria as determined by **ITC First** and aims to provide a quality accreditation programme for educational establishments, training providers and learners.

1.2 This charter makes explicit:

- a) Our service commitment to all our customers.
- b) Our level of expectation of the service level required from **2nd Chance First Aid** staff.
- c) The basis on which customers can provide feedback.

2. Information immediately available upon telephone or e-mail enquiry

2nd Chance First Aid have a friendly, approachable, knowledgeable and efficient approach and will take the time needed to fully understand your requirements and should be able to supply you with the following information immediately upon enquiry.

- a) All fee structures, costs and resources associated with the qualification.
- b) The **ITC First** complaint assessment methods used for their qualifications.
- c) Qualification training course outline and purpose.
- d) Administration procedures.
- e) Verification documentation and evidence of assessment decisions affecting learner's results.
- f) Qualification specification, resources & materials required.
- g) The policies and procedures of **2nd Chance First Aid**.
- h) Health & safety guidelines.
- i) Customer complaints procedure.
- j) Assessment and other appeals procedure.

3. Customer Service Statements

2nd Chance First Aid will aim to:

- a) Respond to all telephone enquiries during our Office hours (Monday – Friday, 9am – 5pm).
- b) Respond to all recorded telephone messages within 2 working days.
- c) Respond to all verbal, email, fax, website enquiries within 5 working days.
- d) Process candidate information and forward to **ITC First** as soon as is reasonably practicable (aim is 48 hours) after course completion. Trainers sometime are on the road and travel to more than one consecutive training venue which unavoidably delays processing. These multiple sequences of course will all be processes within 48 hours of completion of last course in the sequence.
- e) Issue the relevant certificates to candidates within 5 working days of receipt from **ITC First** provided all invoices are paid in full.
- f) Support **2nd Chance First Aid** trainers delivering **2nd Chance First Aid** training events.

- g) Acknowledge receipt of any appeal within 5 working days.
- h) Investigate appeal and provide a reply within 15 working days (3 weeks).
- i) Acknowledge receipt of any complaint within 5 working days.
- j) Investigate all complaints and provide a reply within 15 working days (3 weeks).
- k) Maintain and regularly update the [ITC First](#) website which should be the first port of call for all routine administration and initial information for all courses and course candidates.
- l) Provide feedback to any interested or concerned parties.
- m) Review this policy annually

4. Quality of Service Indicators

4.1 [2nd Chance First Aid](#) are committed to providing customers with a quality service that is:

- a) Consultative and responsive
- b) Open and informative
- c) Prompt and efficient
- d) Streamlined and manageable
- e) Cost-effective

4.2 [2nd Chance First Aid](#) will complete an Annual Assessment of Awarding Body Form (F2), allowing them to communicate with [ITC First](#) any issues regarding the level of service received.

5. Summary details of [2nd Chance First Aid](#) complaints and appeals procedures

5.1 If you wish to make a complaint or appeal the initial best step is to contact the [2nd Chance First Aid](#) Office directly and ask to speak to the [2nd Chance First Aid Director](#) who may be able to deal informally with any issues.

5.2 If you wish to make a formal complaint the first step is to ask for or download [2nd Chance First Aid](#) Complaints Policy and then make a formal complaint in writing posted to the [2nd Chance First Aid](#) Office.

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