

## Complaints Policy

First Aid Safety is a progressive company in the provision of mandatory workplace HSE-compliant training to B2B organisations. We provide a range of First Aid, health and safety, food safety, education and training, and assessing qualifications through Qualifications Network.

At First Aid Safety we are committed to providing high-quality training and qualifications, and to ensuring that equality of opportunity underpins all aspects of our work.

This policy relates to complaints that our customers, students and suppliers may have about our organisation and sets out our formal procedure for dealing with such complaints.

All complaints must be raised directly with First Aid Safety.

Our complaints policy is a four-stage process, each process is detailed below, most complaints will be resolved to a satisfactory standard at stage one.

If the complaint is not resolved at stage one then it should be escalated to stage two and if not resolved again it should be escalated to stage three, finally if not resolved at the third stage the final stage should be used.

### Stage one:

The complaint is raised directly with the trainer/assessor conducting the course, who will deal with the complaint at the time that it is raised.

If the complaint is not about a course but about another aspect of our business, then the complaint should be raised with the staff member the customer is in communication with.

### Stage two:

Complaints should be referred to First Aid Safety's head office where the compliance department deals with complaints, they can be contacted in writing by using the following details:

Compliance Department, First Aid Safety, Richbell House, 5 Richbell Place, London, WC1N 3LA.

Telephone – 020 7112 8543

e-mail – [enquiries@firstaidsafety.co.uk](mailto:enquiries@firstaidsafety.co.uk)

We aim to resolve all complaints within 10 working days in writing.

Stage three:

Complaints should be referred to Qualifications Network, who will carry out an investigation into the complaint and will contact the complainant with the results of their investigation.

Qualifications Network can be contacted by phoning 020 3795 0559

Stage four:

Stage four is the final stage of the complaint, if your complaint has not been resolved, you can take your complaint to Ofqual.

You can make us aware of your complaint by letter, phone or email.

Office of Qualifications and Examinations Regulation

Spring Place  
Coventry Business Park  
Herald Avenue  
Coventry  
CV5 6UB

Telephone: 0300 303 3346  
(Lines are open Monday to Friday, 9.00 am to 5.00 pm)

Textphone: 0300 303 3345

Fax: 0300 303 3348

Email: [info@ofqual.gov.uk](mailto:info@ofqual.gov.uk)

Qualifications Wales  
Q2 Building  
Pencarn Lane  
Imperial Park  
Coedkernew  
Newport  
NP10 8AR

Email: [contact@qualificationswales.org](mailto:contact@qualificationswales.org)

Policy: <http://qualificationswales.org/media/1444/281015-reg-complaints-awarding-bodies.pdf>

CCEA Regulation  
Complaints Co-ordinator  
CCEA  
29 Clarendon Road  
Clarendon Dock  
Belfast BT1 3BG  
Email: [mgetgood@ccea.org.uk](mailto:mgetgood@ccea.org.uk)  
Telephone: +44 (0)2890 261407  
Fax: +44 (0)2890 261234  
Text Phone: (0)2890 242063

You need to provide regulators with the following information:

- What the complaint is about
- Your full name and candidate number (if you have one)
- The training provider's name and number
- The name of the awarding organisation or exam board
- The qualification or unit title and code number
- Copies of any relevant supporting documents.

Regulators promise to:

- acknowledge receipt of your complaint within two working days of receipt
- give you a full response within 30 working days

First Aid Safety will keep a written record of all complaints and compliments made about our business, this will be made available to any inspectors or other organisations that conduct Quality Assurance based audits.

Our primary goal is to provide high-quality customer-focused training and qualifications; therefore, we aim to have very few complaints and certainly aim to resolve any complaints within our company.

This policy was approved by the compliance team at First Aid Safety – 10 July 2024

Review Due (24 months from approval).