

Complaints Policy



1. Introduction

- 1.1 This policy and procedure are established for the benefit of all existing or potential customers, including Learners, and is provided to deal with Complaints relating to training provided by AM Training that leads to qualifications awarded by the Awarding Organisation, First Aid Awards Ltd (hereinafter referred to as FAA) or RLSS UK IQL (hereinafter referred to as IQL)
- 1.2 It is a principle of this policy that all complaints are dealt with quickly, fairly and thoroughly. It is hoped that issues will normally be resolved amicably through informal dialogue between the parties concerned. However, where this is not possible, the following formal procedures will be applied.

2. Complaints

- 2.1 Complaints may relate to dissatisfaction concerning:
 - **Content or conduct of courses leading to FAA/IQL qualifications**
 - **Assessment process**
 - **Alleged miss-selling or unfair eligibility conditions**
 - **Failure to make appropriate reasonable adjustments for Learners**

This list is not exhaustive

- 2.2 Where a complaint is not immediately resolved by informal discussion with the complainant, complaints will be dealt with under the formal procedures as set out in paras 2.3 to 2.9.

CENTRE'S COMPLAINTS PROCEDURE Validity of Complaints

- 2.3 The application of the formal complaints procedure will only be taken with the knowledge or consent of the complainant. The initial contact may clearly indicate this to be appropriate, otherwise the complainant will be asked if they wish to raise the matter formally. It is expected that the complainant should provide their name, although such personal data will be kept confidential unless this would prevent a full investigation.

Initial Complaint

- 2.4 Complaints relating to the conduct of AM Training Services should be first raised within 4 weeks of the issue arising and will be dealt with under the following procedure. Where the complainant is unable, for any reason, to refer the complaint directly to AM Training Services Training, they may refer the matter directly to FAA/IQL
- 2.5 When a complaint, or review application, is received, AM Training Services Training will:
 - **Acknowledge receipt within 5 working days**
 - **Request any further information that may be required**
 - **Arrange for appropriate Centre personnel to examine the complaint**
 - **Aim to examine the complaint and respond within 20 working days of receipt of the complaint. (Where it is possible that the processes may take longer we will contact the parties concerned to inform them of the likely revised timescale)**
 - **Inform the complainant of the outcome within 5 working days of the decision being made**
 - **Inform the complainant that, if they are still not happy with the outcome, they may request that the matter be referred to FAA/IQL (The Awarding Organisation) or the relevant Regulatory Body (Ofqual)**
 - **Where, as a result of investigations, AM Training Services find evidence of possible maladministration or malpractice, AM Training Services will inform FAA/IQL and take appropriate remedial action**

Complaint Review

- 2.6 If the complainant is not happy with the outcome of their initial complaint, they may request a review of the decision. Application for review must be in writing setting out the reasons for the request.
- 2.7 On receiving a review request, AM Training Services will carry out a thorough examination of the complainant's reasons, seek further information or guidance that may be needed and, if felt appropriate, involve an independent person that is appropriately qualified.
- 2.8 AM Training Services aim to complete the review and respond within 20 working days of receipt of the review application. If a longer period is needed the complainant will be informed.
- 2.9 AM Training Services will convey the results of the review in writing and indicate that, if the complainant is still not happy with the outcome, they may request that the matter be referred to FAA/IQL (The Awarding Organisation) or the relevant Regulatory Authority for review.

3 Miscellaneous

REMEDIAL ACTION TO BE TAKEN WHEN COMPLAINTS OR APPEALS IDENTIFY PROCEDURAL FAILURE OR WEAKNESS

- 3.1 Where a appeal identifies a failure in the assessment process, or a weakness is discovered which does not affect the actual outcome of the issue that has been considered, AM Training Services will take all reasonable steps to:
 - a) identify any other Learner(s) who has been affected
 - b) correct or, where it cannot be corrected, mitigate as far as possible the effects of any failure, and
 - c) ensure that the failure does not recur in the future
 - d) rectify any weakness discovered

RECORDS

- 3.2 AM Training Services will retain all paperwork relating to complaints and appeals for three years.

POLICY REVIEW ARRANGEMENTS

- 3.3 AM Training Services will review this policy periodically and revise it as necessary in response to customer and candidate feedback, changes in FAA policies and practices, actions from the regulatory authorities or external agencies or changes in legislation. AM Training Services welcome feedback or views of interested parties to ensure the policy is fit for purpose. If you would like to feedback any views, or if you have any questions concerning this policy, please contact AM Training Services via the details provided at the end of this policy.

FEES

- 3.4 AM Training Services reserve the right, in exceptional circumstances such as where a complaint or appeal is regarded as frivolous or vexatious, to charge complainants or appellants a fee to cover the administrative and personal costs where such actions are dismissed accordingly.

4 How to contact us

- 4.1 How to contact AM Training Services

Post: **AM Training Services**, 78 Dunstall Hill, WOLVERHAMPTON, WV6 0SP

e-mail: enquiries@am-trainingservices.co.uk

Telephone: **07746 465 121**

- 4.2 How to contact First Aid Awards Ltd

Post: **First Aid Awards Ltd**, Awards House, 10 Central Treviscoe, ST AUSTELL, Cornwall PL26 7QW

e-mail: enquiries@firstaidawards.com

Telephone: **03458 333999**

4.2 How to contact IQL UK

Post: IQL UK, Red Hill House, 227 London Road, WORCESTER, WR5 2JG
e-mail: compliance@igl.org.uk
Telephone: 0300 323 0096

Complaints will be received initially by the Centre's Support and Administration staff and then, if necessary, transferred to the relevant member of staff.

Signed: 

Adrian McDowell
Managing Director
AM Training Services

Dated: 1st April 2021 **Review date:** 1st April 2022