



# Appeals Policy

---

## 1. Overview

Active Aid Ltd is a progressive training organisation providing first aid courses to businesses, organisations and individuals. We provide a range of first qualifications that are endorsed or accredited by the First Aid Industry Body and Joint Approvals Unit for Periodic Training.

At Active Aid Ltd 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 and students may have about our assessment decisions for a first aid qualification and sets out our formal procedure for dealing with such complaints.

It is important that all appeals are raised directly with Active Aid Ltd. Our appeals process is set out below.

## 2. Making an appeal

Our appeals policy is a three stage process and most appeals will be resolved to a satisfactory standard at stage one. If the appeal is not resolved at stage one then it should be escalated to stage two and if not resolved then it should be escalated to the final stage.

### Stage one

The appeal is raised directly with the trainer / assessor conducting the course, who will deal with the appeal at the time that it is raised. The usual course of action would be for the student to repeat any aspect of the assessment they have not passed.

### Stage two

If the student is still not happy with the outcome of the second assessment they should raise this as soon as possible with Active Aid.

An appeal can be raised by logging in to the [Student's Area](#) of the Active Aid website and clicking on 'Your Courses'. This shows a list of the courses that have been attended and next to each course is a link titled 'Complain about this course'. This will allow the student to complete a form & make their appeal.

Alternatively an appeal can be raised in writing by contacting [Active Aid](#) direct at our registered office. Contact details can be found below.

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

## Stage three

Only if the student is still not happy with the outcome of their appeal to Active Aid can they refer their appeal to either the [First Aid Industry Body](#) or [Joint Approvals Unit for Periodic Training](#), who will carry out an investigation into the complaint and will contact the complainant with the results of their investigation. Contact details can be found below.

Active Aid Ltd will keep a written record of all appeals made and the outcomes, 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 appeals to our decisions and certainly aim to resolve any appeals within our company.

## 3. Contact Details

### Active Aid Ltd

**Email:** [admin@active-aid.co.uk](mailto:admin@active-aid.co.uk)

**Address:** 61 Silver Howe Close, Kendal, Cumbria LA9 7NW UK.

### The First Aid Industry Body (FAIB)

**Address:** 4 Ashdown Avenue, Woodley, Stockport, Cheshire, SK6 1LL

**Email:** [info@faib.co.uk](mailto:info@faib.co.uk)

**Telephone:** 0161 494 9045

### Joint Approvals Unit for Periodic Training

**Email:** [enquiries@jaupt.org.uk](mailto:enquiries@jaupt.org.uk)

**Address:** 9 Warren Yard, Warren Park, Stratford Road, Milton Keynes, MK12 5NW

**Telephone:** 01908 787000

***This policy was reviewed by Ross Wallace***

***Next review due 1st October 2021***