



Complaints 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 & students may have about our organisation and sets out our formal procedure for dealing with such complaints.

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

2. Making a complaint

Our complaints policy is a three stage process, each process is detailed below, 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 complaint is raised directly with the trainer / assessor conducting the course, who will deal with the complaint at the time that it is raised.

Important: If the complaint is not about the course but about another aspect of Active Aid, then the complaint should be raised with the trainer or training centre that the customer is in communication with or direct to Active Aid.

Stage two

If the complaint has not been resolved by the trainer / assessor the complaint should be referred to Active Aid Ltd who deal with the complaint.

A complaint 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 to make their complaint.

Alternatively a complaint 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

If the complaint has not been resolved by Active Aid the complaint can be referred to either 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

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

Telephone: 0161 494 9045

Joint Approvals Unit for Periodic Training

Email: 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