

Complaints Policy

1. Policy statement

Safe Skills Training Ltd is committed to delivering high-quality First Aid at Work training and a professional customer experience. We welcome feedback and take complaints seriously. We will handle complaints fairly, promptly, and consistently, with a clear process to resolve disputes or disagreements and to identify improvements.

This policy supports equality, diversity and inclusion (EDI) and is written to align with expectations commonly applied within externally quality-assured first aid training provision, including ITC-approved arrangements where applicable.

2. Scope

This policy applies to complaints relating to:

- Training delivery and learner experience
- Customer service, administration, booking, and communication
- Trainer/assessor conduct and professionalism
- Learning environment, accessibility, and EDI-related concerns
- Course materials and facilities (where within our control)
- Certification administration and records (noting that certificates may be issued by the accrediting agency under their requirements)

This policy does **not** replace the formal **assessment appeal** route for challenging an assessment decision. Where a complaint is primarily about an assessment decision, we will signpost to the **Access to Fair Assessment Policy** and manage it as an appeal.

3. Definitions

- **Complaint:** An expression of dissatisfaction about a service, action, or lack of action by Safe Skills Training Ltd.
- **Complainant:** The person raising the complaint (learner, employer/client, or other stakeholder).
- **Working day:** Monday to Friday, excluding public holidays.

4. Principles

We will ensure complaints handling is:

- **Accessible:** Easy to raise and understood by learners and clients.
- **Fair and impartial:** Decisions are evidence-based and free from bias.

- **Timely:** Clear timescales are provided and adhered to.
- **Confidential:** Information is shared on a need-to-know basis.
- **Improvement-focused:** Outcomes inform corrective and preventive actions.

5. Equality, diversity and inclusion (EDI)

Safe Skills Training Ltd will not tolerate discrimination, harassment, or victimisation.

We will:

- Make reasonable adjustments to enable a complainant to access the complaints process (e.g., alternative formats, telephone discussion, additional time)
- Take EDI-related complaints seriously and prioritise safety and dignity
- Ensure no complainant is treated less favourably for raising a concern in good faith

6. What we need from the complainant

To help us investigate effectively, please provide:

- Your name and preferred contact details
- Course name, date, and location (if relevant)
- A clear description of what happened (including dates/times if known)
- Names of those involved (if known)
- What outcome you are seeking
- Any supporting evidence (if available)

7. How to make a complaint

7.1 Informal resolution (recommended first step)

Where appropriate, we encourage early resolution.

Learners should raise concerns during the course with the trainer/assessor where they feel comfortable to do so. Many issues can be resolved immediately (e.g., comfort breaks, room set-up, pace of delivery, clarification of expectations).

7.2 Formal complaint

Formal complaints should be submitted by email to:

- andy@safeskillstraining.com

Where email is not possible, we can accept a complaint by phone and will confirm the details back in writing.

7.3 Time limits

Complaints should be raised as soon as possible and ideally within **20 working days** of the issue occurring (or becoming known). Complaints raised outside this timeframe may still be considered where there is a clear reason for delay.

8. Complaints process (staged)

Stage 1 — Acknowledgement and triage

- We will acknowledge receipt within **3 working days**.
- We will confirm whether the matter will be handled as:
 - A complaint under this policy, or
 - An assessment appeal (where the primary issue is an assessment decision).
- We will identify any immediate safeguarding, safety, or EDI risks and take prompt action.

Stage 2 — Investigation

We will:

- Review relevant records (e.g., registers, course documentation, communications)
- Speak to the complainant (if needed) to clarify details
- Speak to relevant staff (e.g., trainer/assessor) and gather statements where appropriate
- Consider whether reasonable adjustments were requested/required and whether they were applied
- Maintain confidentiality and impartiality throughout

Where possible, the investigation will be led by a person not directly involved in the matter. For a small organisation this may not always be possible; where that is the case, we will document controls to ensure fairness (e.g., evidence-based decision-making and, where appropriate, external input).

Stage 3 — Outcome

We will provide a written outcome within **15 working days** of acknowledgement.

If more time is required due to complexity or availability of evidence, we will:

- Explain why
- Provide an updated timescale
- Keep the complainant informed

9. Possible outcomes and remedies

Depending on findings, outcomes may include:

- An explanation and/or apology
- Immediate corrective action during delivery (where possible)
- A commitment to service improvement (e.g., updated materials, process changes)
- Staff coaching, supervision, or additional training
- A partial or full refund (where appropriate and proportionate)
- A free resit/re-attendance opportunity (where appropriate)
- Signposting to the relevant external process (e.g., ITC) where the issue relates to certification rules or externally quality-assured requirements

Any remedy offered will be proportionate and will not compromise required competence standards.

10. Escalation and review

If the complainant is dissatisfied with the Stage 3 outcome, they may request a review within **10 working days** of receiving the outcome.

Escalation route:

1. **Quality Assurance Lead** — review of the process, evidence, and decision
2. **Director/Lead Educator** — final internal review
3. Where delivery is under an externally quality-assured arrangement, we may signpost to the relevant awarding/approving body process (e.g., ITC) where applicable and appropriate

We will provide a final written response within **15 working days** of receiving the escalation request.

11. Unacceptable behaviour

We understand that people may be upset when raising a complaint. However, we will not tolerate abusive, threatening, discriminatory, or harassing behaviour towards staff or other learners.

Where behaviour is unacceptable, we may:

- End a call or meeting
- Require communication to be in writing
- Restrict contact to a single point of contact
- In serious cases, involve appropriate authorities

12. Confidentiality and data protection

- Complaint records will be stored securely and accessed only by those who need to know.
- We will handle personal data in line with applicable data protection requirements.
- Where information must be shared with an external body (e.g., ITC) for quality assurance purposes, we will do so lawfully and proportionately.

13. Recording, monitoring and continuous improvement

Safe Skills Training Ltd will:

- Record complaints, actions taken, and outcomes
- Identify themes and root causes
- Implement corrective and preventive actions
- Review this policy annually or sooner if required by changes to standards or learning from complaints

14. Policy ownership, review and version control

- **Policy owner:** Director/Lead Educator
- **Review frequency:** Annually

Version control

Version	Date	Summary of changes
1.0	17/04/2026	First issue
1.1	17/04/2026	Updated contact email to

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