



***REAL* First Aid Ltd**

COMPLAINTS POLICY

6th March 2023

REAL First Aid Ltd is committed to providing the best possible service to our customers and business partners.

One of the ways in which we are committed to this is by seeking regular, honest feedback from our customers.

Course Feedback

We want you to not only learn but also to enjoy the experience but our instructors will never directly ask a candidate if they have enjoyed a course: Putting someone on the spot does not always afford them the opportunity to provide an honest reply. We understand that sometimes the feedback may not always be positive or something you want to say directly to the instructor, especially if your concerns are about the instructor.

We will not ask you to complete a Questionnaire: Questionnaires limit your feedback to our terms, what we want to know.

We will not ask you to complete a Score Sheet (1 = Poor, 10 = Excellent) as it is not about the numbers, it is about your thoughts.

A REAL Feedback Process

We use a unique method of quickly and easily capturing rich information from all of our candidates in a process that allows them to offer not just what we want to know about but what they want us to know about. It is unbound and not limited to any particular aspect of the course. It can be answered in short phrases or one-word answers. It can be done individually or in groups and, importantly it is anonymous.

This generates really rich, objective and honest responses (after all, if feedback isn't honest it is worthless) but as a result it requires much more time and effort to interpret; but the results are worth it.

Complaints

If you are unwilling or feel unable to raise a particular concern during the course you can contact us in the following ways:

Post - Real First Aid Ltd
61 High Street
Neyland
Pembrokeshire
SA73 1TE

Email – info@realfirstaid.co.uk

All feedback provided will be treated seriously, sensitively and confidentially and in line with our Privacy Policy.

We will:

- Acknowledge your complaint within 2 working days
- Investigate it and respond as quickly as possible with a target of responding within 10 working days
- If it is not possible to respond to your issue within 10 working days we will explain why and give you a date by which you can expect a full response
- When we contact you, we will also advise you what to do if you are not satisfied with our response

Information that would help us to deal with your feedback

In order to respond to your feedback, please provide as much of the following information as possible when you contact us:

Title & Name

Company Name if appropriate

Postcode

Telephone Number (including dialling code)

Email Address

Type of feedback:

Compliment

Complaint (first complaint or a follow up to a reply you were not satisfied with)

Comment

Course name, date and venue.

Name of your instructor and / or assessor

A clear description of the feedback

Declaration

On behalf of **Real First Aid Ltd** we, the undersigned, will oversee the implementation of the Complaints Policy and take all necessary steps to ensure it is adhered to.

Signed: 

(n.b. One of the signatories should be the Director)

Name: Adam Gent

Position within the Company: Director

Date: 6th March 2023
