

Complaints Procedure

1. Introduction

We always aim to provide a high standard in all our services.

Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

2. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

GO! Train & Develop assures clients and their employees that it will not withdraw or reduce services because someone makes a complaint in good faith.

3. Who can complain?

Anyone affected by the way GO! Train & Develop provides services can make a complaint.

A representative may complain on behalf of the affected person if they:

- cannot make a complaint themselves
- have given consent for the representative to act on their behalf or
- have died

4. Ways you can make a complaint

You can complain:

- in person (on the training course)
- by telephone
- by email
- by letter

where someone complains orally, we will make a written record and provide a copy of it within 3 working days

5. How to make a complaint

First you should speak to the Trainer/Facilitator.

Comments or feedback forms are available if you would rather make your suggestion that way, we also have an email: feedback@gotrainanddevelop.co.uk.

If the complaint is not resolved, contact GO! Train & Develop as a company, you can send it to:

Management of the Training Provider
GO! Train & Develop
10 Gregory Street
Westhoughton
Bolton
BL5 2DE
0161 518 0825
feedback@gotrainanddevelop.co.uk

If still unresolved, you can make a complaint to the Regulator:

The First Aid Industry Body
4 Ashdown Avenue
Woodley
Stockport
SK6 1LL
0161 494 9045
info@faib.co.uk

6. Anonymous complaints

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

7. Responsibility

The Registered Manager has overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

8. How we handle complaints

The Registered Manager or GO! Train & Develop may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will **acknowledge** a complaint within **3 working days** and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have **all complaints resolved within 28 working days unless we agree a different time scale with you.**

When we have finished investigating, we will arrange a suitable time to discuss the outcome, and write to you with:

- details of the findings
- any action we have taken and
- our proposals to resolve your complaint.

9. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. We shall however consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.