



Customer Complaints Policy

1. Overview

We welcome all feedback from our customers and although we hope that our customers won't have cause for complaint, we do understand that at times you may wish to contact us to discuss concerns that you may have about our services or training.

This policy set out how you can contact us to make a complaint and how we will deal with any complaint you make.

2. Who we are and how you can contact us

2.1 ALS Med Ltd is operated by Managing Directors Alex Blenkiron & Liam Ormsby, and you can see details of how to contact us below:

Person responsible for handling complaints: complaints@med-als.com

Address: 4th Floor Office, 205 Regent Street, London, W1B 4HB.

Email address: complaints@med-als.com

Phone number: 0121 516 5118

3. When to contact us

4.1 A complaint can cover any element of the services or training that we provide and can also relate to:

- things that our staff have or haven't done;
- the level of service provided by us or any of our staff;
- the quality of the services or training that we have provided;
- the timing of delivery of the services or training that we have provided;
- any other concern or issue you feel should be raised;

4. What information to provide in relation to a complaint

Please provide as much information as possible when making a complaint and in particular:

4.1 Your name, address, telephone number and email address together with details of the method that you would be preferred to be contacted by in discussing your complaint;



4.2 Details of the services or training that you are complaining about with details of the issues you wish to raise;

4.3 If your complaint relates to a particular member of our staff, please provide the name or other information to help us identify them such as name, event details including date and times, role on event;

4.4 Any documentation that relates to your complaint such as invoices, event medical plan supplied to your event or training details;

4.5 Any further information in relation to your complaint and details of how you would like to see the complaint resolved;

5. How we will handle your complaint

5.1 The process that we follow in handling complaints is set out in the table below:

Person responsible	Action	Timescale
Liam Ormsby – Managing Director	Acknowledge receipt of complaint	1 Working Day
Liam Ormsby – Managing Director	Internal investigation	5 Working Days
Liam Ormsby – Managing Director	Contact customer for further information if required	During the internal investigation or within 3 working days after the initial complaint is received
Liam Ormsby – Managing Director	Contact customer to discuss outcome of the investigation, the proposed resolution and confirm in writing.	Within 3 working days of the completion of the investigation.
Customer	Contact us if you do not agree with the resolution to escalate/appeal.	Within 5 working days of the written confirmation of the outcome of the investigation above.



Alex Blenkiron – Managing Director and Clinical Lead	Review complaint and contact customer to discuss further.	Within 2 working days of escalation of a customer complaint.
Alex Blenkiron – Managing Director and Clinical Lead	Confirm outcome of the review and decision in relation to the complaint/actions to be taken in writing.	Within 5 working days of contacting customer.

5.2 Please note that while we will endeavour to resolve your complaint within the timescales indicated above this might not be possible due to the nature or complexity of your complaint or where we are not able to contact you for further information for example. In these circumstances, we will keep you informed of the timescales we are working to.

6. External complaints procedure

6.1 As we are regulated by The First Aid Industry Body for our First Aid Training you have the right to refer any complaint to the above body if you are not satisfied with the outcome of our internal complaints procedure outlined at 5 above within 5 working days of final outcome. Contact details for The First Aid Industry Body are set out below:

Phone: 0161 494 9045

Email: info@faib.co.uk

7. Confidentiality and data protection.

7.1 We will ensure that all complaints are dealt with confidentially and information you provide will only be shared with individuals that we need to discuss your complaint with during the process outlined at 5 above and our external complaints organisation outlined at 6 above.

7.2 If we would like to share details of your complaint for any other reason (such as staff training) we will ensure the details shared do not identify you.

7.3 Any personal data that we collect during handling your complaint will held in accordance with the relevant data protection legislation and our data protection policy which can be given on request.



8. Policy Updates

This policy was adopted on 05/01/2025. Our Managing Directors have overall responsibility for this complaints policy and ensuring that it is regularly reviewed and updated if necessary.

This procedure has been approved & authorised by:

Name:	Alexander Blenkiron, Liam Ormsby
Position:	Managing Director, Managing Director
Date:	05/01/2025