

# ALS Med – External Complaints Procedure

---

**Date Published:** 17/02/2026

**Approved by:** Alex Blenkiron, Clinical Director

**Applies to:** All clinical & operational staff

**Policy Owner:** Governance Lead

**Operational Oversight:** Managing Directors

## 1. Policy Overview

ALS Med Ltd welcomes all feedback from patients, clients, event organisers, and training delegates. We aim to provide safe, professional, and high-quality services at all times. However, we recognise that concerns or complaints may arise. When this happens, we are committed to:

- Listening to concerns openly and respectfully
- Investigating complaints fairly and promptly
- Providing clear outcomes and explanations
- Learning from complaints to improve our services

This policy explains:

- How to make a complaint
- What information to provide
- How we will investigate and respond
- How to escalate a complaint if you are not satisfied

## 2. How to Contact Us

ALS Med Ltd is operated by:

- **Alex Blenkiron – Managing Director & Clinical Director**
- **Liam Ormsby – Managing Director**

### Person responsible for handling complaints

**Liam Ormsby**

Managing Director & Designated Safeguarding Lead

**Email:** [complaints@med-als.com](mailto:complaints@med-als.com)

Complaints can be submitted by:

- Email
- Written letter
- Through an event organiser or representative (if applicable)

If you require assistance to submit a complaint (for example due to language, disability, or literacy barriers), we will provide reasonable support.

### 3. When to Contact Us

You may make a complaint about any aspect of our services or training, including:

- Actions or behaviour of our staff
- Quality of care or training
- Professional conduct
- Communication or customer service
- Timeliness or availability of services
- Any other issue you feel should be investigated

Complaints should normally be made **as soon as possible** after the event, ideally within **12 months**, to allow for a fair investigation.

### 4. Information to Include in a Complaint

To help us investigate your complaint effectively, please provide as much of the following information as possible:

#### 4.1 Your:

- Name
- Address
- Telephone number
- Email address
- Preferred method of contact

#### 4.2 Details of the service or training you are complaining about, including:

- Event or course name
- Date and location
- Nature of the concern

#### 4.3 If the complaint relates to a staff member:

- Their name (if known)
- Role on the event or course
- Any identifying details

#### 4.4 Supporting documentation, where available:

- Invoices
- Event medical plans
- Course booking details
- Emails or correspondence

#### 4.5 The outcome or resolution you are seeking.

## 5. How We Will Handle Your Complaint

### 5.1 Complaint handling process

Responsible Person	Action	Timescale
Liam Ormsby – Managing Director	Acknowledge receipt of complaint	Within 1 working day
Liam Ormsby – Managing Director	Begin internal investigation	Within 5 working days
Liam Ormsby – Managing Director	Request further information if required	During investigation or within 3 working days
Liam Ormsby – Managing Director	Communicate outcome and proposed resolution (verbal and written)	Within 3 working days of investigation completion
Customer	Request escalation/appeal if dissatisfied	Within 5 working days of outcome
Alex Blenkiron – Managing Director & Clinical Director	Review complaint on escalation	Within 2 working days of escalation
Alex Blenkiron – Managing Director & Clinical Director	Confirm final outcome in writing	Within 5 working days of review

### 5.2 Complex complaints

Some complaints may:

- Require external input
- Involve multiple staff or agencies
- Require safeguarding or regulatory reporting

In these cases, timescales may be extended. If this happens, we will:

- Inform you of the delay
- Explain the reason
- Provide updated timescales

## 6. External Escalation

If you are not satisfied with the outcome of our internal complaints process, you may escalate your complaint to the relevant external body.

### 6.1 First Aid training complaints

For complaints relating to **first aid training only**, you may contact:

#### **First Aid Industry Body (FAIB)**

Phone: 0161 494 9045

Email: [info@faib.co.uk](mailto:info@faib.co.uk)

You should normally contact FAIB within **5 working days** of receiving our final response.

## **6.2 CQC-regulated services**

If your complaint relates to a regulated healthcare service and you remain dissatisfied, you may contact:

### **Care Quality Commission (CQC)**

Website: [www.cqc.org.uk](http://www.cqc.org.uk)

Phone: 03000 616161

The CQC does not normally investigate individual complaints but uses information to monitor and regulate services.

## **7. Confidentiality and Data Protection**

**7.1** All complaints will be handled confidentially and sensitively.

Information you provide will only be shared with:

- Staff directly involved in the investigation
- Senior managers reviewing the complaint
- External bodies where required (e.g., regulators)

**7.2** Where complaints are used for learning or training purposes, all identifying details will be removed wherever possible.

**7.3** Personal data will be processed in accordance with:

- UK GDPR
- Data Protection Act 2018
- The Company's Data Protection Policy

A copy of the Data Protection Policy is available on request.

## **8. Learning from Complaints**

ALS Med is committed to learning from complaints. Where appropriate, outcomes may include:

- Staff feedback or training
- Policy or procedure changes
- Operational improvements
- Governance reviews

## **9. Review**

### **Review Cycle:**

Annually or following:

- A serious complaint
- Regulatory changes
- Governance review