



Complaints Policy and Procedure

1. Purpose

The purpose of this policy is to outline the process for addressing complaints from learners participating in any courses at Hayat Medical Training. This policy aims to ensure that all complaints are handled fairly, promptly, and effectively, promoting a constructive environment for learning and improvement.

2. Scope

This policy applies to all learners enrolled in any courses at Hayat Medical Training and covers complaints related to course content, delivery, facilities, instructors, or any other aspect of the training experience.

3. Definition of a Complaint

A complaint is defined as an expression of dissatisfaction regarding any aspect of the first aid training experience, which may include but is not limited to:

- Course content or materials
- Instructor performance or conduct
- Training facilities or equipment
- Administrative or logistical issues
- Interactions with staff

4. Procedure for Making a Complaint

4.1 Informal Resolution

- **Step 1: Direct Communication**
 - Learners are encouraged to address their concerns directly with the instructor or relevant staff member involved, where appropriate.
 - This informal approach can often resolve issues quickly and effectively.
- **Step 2: Informal Feedback Form**
 - If direct communication does not resolve the issue, learners may complete an Informal Feedback Form available online. This form should outline the nature of the complaint and any attempts made to resolve it informally.

4.2 Formal Complaint Process

- **Step 1: Submit a Formal Complaint**
 - If the issue is not resolved through informal means, learners should submit a formal complaint in writing to the Complaints Coordinator at Hayat Medical Training.
 - The complaint should include:
 - Learner's name and contact details
 - Course details (e.g., course name, date)
 - A clear description of the complaint
 - Any supporting documentation or evidence
- **Step 2: Acknowledgment of Complaint**
 - Upon receipt of the formal complaint, the Complaints Coordinator will acknowledge receipt within 5 business days and provide the learner with an outline of the complaint resolution process.
- **Step 3: Investigation**
 - The Complaints Coordinator will conduct a thorough investigation of the complaint. This may involve gathering information from relevant staff members, reviewing course materials, and assessing the situation.
 - The investigation should be completed within 15 business days of the complaint being acknowledged. If more time is needed, the learner will be informed of the revised timeline.
- **Step 4: Response**
 - After completing the investigation, the Complaints Coordinator will provide a written response to the learner detailing the findings, any actions taken, and the resolution.
 - The response should be provided within 10 business days of completing the investigation.

4.3 Appeal Process

- **Step 1: Request for Appeal**
 - If the learner is dissatisfied with the outcome of the formal complaint process, they may request an appeal.
 - The appeal request should be submitted in writing to the Complaints Coordinator within 10 business days of receiving the complaint response.
- **Step 2: Appeal Review**
 - The appeal will be reviewed by a senior manager or an independent panel who was not involved in the initial complaint process.
 - The outcome of the appeal will be communicated to the learner within 15 business days of receiving the appeal request.

5. Confidentiality

- All complaints will be handled confidentially. Information will only be shared with those directly involved in resolving the issue.
- Learners should feel safe raising concerns without fear of retaliation or prejudice.

6. Record Keeping

- Records of all complaints, including informal feedback, formal complaints, investigations, and resolutions, will be maintained for a minimum of 12 months.
- These records will be reviewed periodically to identify trends and opportunities for improvement.

7. Responsibilities

- **Complaints Coordinator:** Oversee the complaints process, ensure timely resolution, and maintain records.
- **Instructors and Staff:** Address informal complaints promptly and support the formal complaints process when necessary.
- **Senior Management:** Review appeals and ensure that the complaints policy is implemented effectively.

8. Review

This policy will be reviewed annually and updated as necessary to ensure it remains effective and aligned with industry best practices and organizational goals.

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