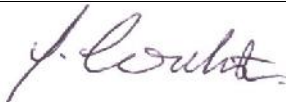


Cascade First Aid Ltd

Complaints Policy

Title	Complaints Policy
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1. Document Control and Version History

Version Number	Reason for Change	Date
1.0	Initial Release	31 st August 2020

2. Definitions

Item	Definition
Cascade	Cascade First Aid Ltd
Booking	The act of Booking one or more individual places on a course and/or the act of Booking a course for a group of people
Awarding Organisation / Body	The Organisation that oversees Cascade to ensure compliance with its policies and Procedures. It acts as an intermediary between Cascade and the appropriate Governing body.

3. Overview

- 3.1. Cascade is committed to providing an open and accountable quality service for all its customers and clients. One way in which we can continue to improve is by listening and responding positively to all complaints, by putting mistakes right and taking necessary steps to prevent further occurrences.
- 3.2. We aim to ensure that:
 - 3.2.1. Making a complaint is as easy as possible
 - 3.2.2. We deal with complaints promptly, politely, fairly, factually and confidentially
 - 3.2.3. We deal with complaints as an expression of dissatisfaction with our service that requires prompt action or response
 - 3.2.4. We respond appropriately, with explanation, apology or information as appropriate
 - 3.2.5. We escalate complaints in an appropriate and timely fashion when needed.
 - 3.2.6. We review and learn from complaints thereby improving our service
- 3.3. We recognise that many concerns need to be raised informally and dealt with quickly. However, if concerns cannot be resolved informally, immediately or the matter is serious then the formal complaints policy should be followed.
- 3.4. Complaints regarding teaching, assessment, administration and quality assurance are normally handled in the first instance internally by Cascade. If this fails to resolve it, Cascade provides a pathway to escalate to the relevant Awarding Organisation or Regulator when appropriate.

4. Appealing an assessment decision

- 4.1. An appeal occurs when a judgement decision has been made e.g. Candidates may appeal assessment decisions. For Appeals against Assessment decisions, please refer to our Appeals Policy.

5. Formal Complaints to Cascade (not an assessment decision appeal)

- 5.1. This formal complaint procedure is intended to ensure all complaints are handled fairly and consistently.
- 5.2. A formal complaint should be instigated if informal methods did not resolve the concern.
- 5.3. The complainant should:
 - 5.3.1. Complain in writing
 - 5.3.2. Use the word 'complaint' to avoid any misinterpretation of any comment, or other statements or correspondence received.
 - 5.3.3. Raise concerns and explain clearly all details, consequences as a result and the form of redress or change in operations that are sought.
 - 5.3.4. Complain to Cascade within 8 weeks of the occurrence.
- 5.4. Cascade will:
 - 5.4.1. Respond to the formal complaint in writing within 5 working days, stating the time period for considered response (15 working days).
 - 5.4.2. Deal reasonably and sensitively to the complaint.

- 5.4.3. Take action where appropriate.
- 5.4.4. Advise the pathway / escalation route for the complainant should they wish to take the complaint further.

- 5.5. Cascade will investigate the subject matter of the complaint and reply in writing within 15 working days
- 5.6. If the complainant is not satisfied with the response then they can write directly to Cascade for a review and if still not satisfied can complain directly to the Awarding Organisation who will follow their published procedures for handling complaints (See section 6).
- 5.7. If the complainant is not satisfied with the Awarding Organisation's response and after exhausting the awarding bodies' Complaints procedure, then a complaint can be made to the external regulators (See section 6) if appropriate.
- 5.8. Cascade will log any complaints received including the response and actions taken. These will be reviewed at the time of the complaints and annually for trends and preventative actions required.

END OF POLICY