

Complaints Procedure

A complaint is an expression of dissatisfaction concerning The Freelance Paramedic product or service. The Freelance Paramedic take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course Tutor/Assessor in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor/Assessor, then please contact the Centre Quality Officer via one of the following options:

Call: 07415 171382

E-mail: help@thefreelanceparamedic.co.uk

Write to: 95 Yeoman Way, Trowbridge, BA14 0QP

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

The Freelance Paramedic ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Centre Quality Officer will investigate your complaint and respond to you within 7 Working days.

Appealing after an initial complaint has been raised

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Company Owner. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Company Owner will investigate in full and respond to you within 7 days.



The Company Owner can be contacted on:

Call:07415 171382

E-mail: help@freelparamedic.co.uk

Write to: 95 Yeoman Way, Trowbridge, BA14 0QP

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly. The Awarding Organisation is Highfield Awarding Body for Compliance (HABC) and their complaint policy can be located on their website: **www.highfieldabc.com**. Alternatively please speak to the HABC team on 0845 2260350.

Should you address your complaint to HABC and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of The Freelance Paramedic or HABC will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

The following relates to complaints regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make a complaint and you have exhausted the procedures of The Freelance Paramedic ,HABC as the Awarding Organisation, and the relevant qualification regulator then you do have one final route of complaint. Please contact the Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: **www.spsso.org.uk**

If you have any queries about the contents of this policy, please contact the The Freelance Paramedic directly on 07415 171382 or email help@freelparamedic.co.uk

This policy was reviewed by Michael Anning on the 8th April 2018 and will be due for review again within 12months.