**Complaints Policy**

FTI Wellbeing and Training Ltd is a progressive training organisation providing mandatory training to a range of organisations. We provide a range of First Aid, health and safety, food safety, Mental health training and many training qualifications.

At FTI Wellbeing and Training Ltd we are committed to providing high quality training and qualifications, and to ensuring that equality of opportunity underpins all aspects of our work.

This policy relates to complaints that our customers, students and suppliers may have about our organisation and sets out our formal procedure for dealing with such complaints.

It is important that all complaints are raised directly with FTI Wellbeing and Training Ltd.

This policy is guided by the following statutory requirements:

Part 9, Health Act 2004

Health Act 2004 (Complaints) Regulations 2006

Health and Social Care Professionals Act 2005

Data Protection Act 1988 to 2003 As Amended

Defamation Act 2010

Ombudsman’s Act 1980 to 1984 As Amended

Ombudsman for Children Act, 2002

Health and Safety and Welfare at Work Act 2005

A “complaint” is an expression of dissatisfaction, which needs a response. The Health Act 2004 part

nine, section 45 states that a “complaint” means a complaint of any action of the Executive (HSE) or

service provider that:

(a) it is claimed does not accord with fair sound administrative practice, and

(b) adversely affects the person by whom or on whose behalf the complaint is made

Our complaints policy is a four-stage process, each process is detailed below, most complaints will be resolved to a satisfactory standard at stage one. If the complaint is not resolved at stage one then it should be escalated to stage two and if not resolved again it should be escalated to stage three, finally if not resolved at the third stage the final stage should be used.

**Stage one:**

* Complaint is raised directly with the trainer/assessor conducting the course, who will deal with the complaint at the time that it is raised, if it’s deemed appropriate.
* If the complaint is not about a course but about another aspect of our business, then the complaint should be raised with the staff member the customer is in communication with.

**Stage two:**

* Complaint should be referred to FTI Wellbeing and Training head office where there is a named contact who deals with complaints, they can be contacted, in writing by using the following details:
* Aine Fitzhenry Byrne, Focused Training Ireland Tullow Business Centre, Bunclody Rd, Tullow Co.Carlow R93 ER85, 01 5175007
* [info@focusedtrainingireland.com](mailto:info@focusedtrainingireland.com)
* We will aim to resolve all complaints within 10 working days in writing.

**Stage three:**

* Complaint should be referred to Qualifications Network, who will carry out an investigation into the complaint and will contact the complainant with the results of their investigation.
* Qualifications Network can be contacted by phoning 020 3795 0559.

**Stage four:**

* Stage four is the final stage of the complaint, if your complaint has not been resolved, you can take your complaint to Ofqual.
* You can make us aware of your complaint by letter, phone or email.
* You need to provide regulators with the following information:
* What the complaint is about
* Your full name and candidate number (if you have one)
* The training provider’s name and number
* The name of the awarding organisation or exam board
* The qualification or unit title and code number
* Copies of any relevant supporting documents.

**Regulators promise to:**

* acknowledge receipt of your complaint within two working days of receiving it
* give you a full response within 30 working days.

FTI Wellbeing and Training Ltd will keep a written record of all complaints and compliments made about our business, this will be made available to any inspectors or other organisations that conduct Quality Assurance based audits.

Our primary is to provide high quality customer focused training and qualifications; therefore, we aim to have very few complaints and certainly aim to resolve any complaints within our company.



This policy was approved by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Managing Director

Date: 18th of August 2022

Review Due: 18th of August 2023

David Gahan is also the Quality Assurance Officer.