

# ALSG Complaints policy

Advanced Life Support Group (ALSG), views complaints as an opportunity to correct things for the person/organisation making the complaint, as well as a chance to learn and improve in the future.

Our policy is:

- To provide a fair complaints procedure, which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at ALSG knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

## Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of ALSG.

## Where complaints come from

Complaints may come from any person or organisation who has a legitimate interest in ALSG.

## Confidentiality

All complaint information will be handled sensitively, sharing enough details with those who need to know in order to complete an investigation, whilst complying with data protection laws.

## Responsibility

Overall responsibility for this policy and its implementation lies with the CEO and board of trustees.

## Review

This policy is reviewed regularly and updated as required.

# ALSG Complaints procedure

If you are unhappy with the service you have received, we would like to hear from you. This is what you should do:

- 1 If there is a problem, please tell the person concerned at the time. Most complaints can be settled between the people involved.
- 2 Please confirm that it is ALSG that you wish to complain about. We cannot deal with complaints about other organisations. If you are not sure, please ask a local person, the instructor, course director, the co-ordinator or the person with who you made your course booking. They will help you to explain your complaint and will initially deal with the problem. This is the **Preliminary Stage**.
- 3 If you are not satisfied after the **Preliminary Stage** you can ask for your complaint to be considered further. This is the **Investigation Stage**.
- 4 If you wish to move your complaint to the **Investigation Stage**, please complete this form no later than 15 working days after the incident, so the complaint can be investigated effectively: <https://bit.ly/ALSGcomplaints> , you will be sent an acknowledgement of receipt and a copy of your submission.
- 5 Within five working days, the complaint will be reviewed by the Director of Operations at ALSG who will act as the impartial **Investigating Officer**. They will inform you that the investigation process has started and provide an outline of the steps involved.
- 6 The **Investigating Officer** may request statements from or speak to relevant parties, review paperwork, seek external advice or carry out other investigative approaches in order to complete a full and fair review of the complaint. Please note, if the complaint relates to a joint course or collaboration, information will be shared with the relevant organisation.
- 7 Updates will be provided throughout the investigation to relevant parties.
- 8 When the investigation is concluded, the **Investigating Officer** will provide all parties with a copy of the final report outlining the investigation and the overall outcome.
- 9 We hope this will be a satisfactory outcome, if not, you can ask for a **review** and a **Review Officer** will be appointed, this will be another member of the Senior Leadership Team. This is not a re-hearing. The **Review Officer** will check that the procedures have been followed correctly and that you have been dealt with in a fair and reasonable way. To start a review, you should complete the online form – <https://bit.ly/ALSGcomplaints> within four weeks of receipt of the final report, explaining why you are not satisfied with the result. We will let you know the result of the review in writing.
- 10 If you are dissatisfied with the outcomes of the review, and wish to **appeal**, the final arbiter of the complaint is **ALSG's Trustee Board** whose decision is final. You should complete the online form - <https://bit.ly/ALSGcomplaints> within four weeks of receipt of the result of the review, giving the reasons for your dissatisfaction. No Trustee who has had any dealings with the matter will be involved and the decision will be given in writing.