# Highland First Aid Ltd

## Complaints Policy and Procedure

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| **Centre** | Highland First Aid Ltd |
| **Policy owner** | Simon Wells, Director and Centre Manager |
| **Version** | 2.0 |
| **Previous version** | 1.4, 18 December 2024 |
| **Date reviewed and approved** | 03/11/2026 |
| **Next review due** | 03/11/2027 (or sooner if ITC or regulatory requirements change) |

### 1. Purpose

1.1 Highland First Aid Ltd is committed to an open and accountable service. We listen to complaints, put errors right and take steps to stop them happening again.

### 2. Definition of a complaint

2.1 A complaint is any expression of dissatisfaction with the service provided by Highland First Aid Ltd – for example booking, communication, venue, conduct of staff, course delivery or administration – that needs a response.

2.2 Disagreement with an assessment decision is an appeal, not a complaint, and is dealt with under the Appeals Policy.

### 3. Named point of contact

3.1 Simon Wells, Director and Centre Manager, Highland First Aid Ltd, 7 Pobs Drive, Corpach, Fort William PH33 7JP. Email: simon@highlandfirstaid.co.uk. Tel: 07542 221937.

### 4. Complaints procedure – step by step

Stage 1 – Informal. Raise the concern with the trainer or Director as soon as possible; many issues can be resolved immediately.

Stage 2 – Formal complaint. If not resolved, write (email or letter) to the named contact within 8 weeks of the event, using the word "complaint" and setting out what happened and what outcome you are seeking.

Stage 3 – Acknowledgement within 2 working days, confirming who is dealing with it and when a full reply will be sent.

Stage 4 – Investigation and written response within 15 working days, explaining the findings, any action taken and, where appropriate, an apology or redress.

Stage 5 – Review. If dissatisfied, write back within 2 weeks asking for a review. Where the complaint concerns the Director personally, the review will involve the Centre's Internal Quality Assurer or another independent person.

Stage 6 – ITC First. Once the Centre's procedure is exhausted, the complainant may complain to ITC First under the ITC First Complaints Policy (P16). ITC First, Tranquility House, 3rd Floor, Harbour Walk, Hartlepool TS24 0UX. Tel: 0345 370 7610. www.itcfirst.org.uk

Stage 7 – Regulators. Once the ITC First procedure is exhausted, the complaint may be raised with the regulator of the qualification:

- Ofqual (www.gov.uk/ofqual) – for qualifications on the Regulated Qualifications Framework (RQF)
- Qualifications Scotland Accreditation (accreditation.qualifications.gov.scot) – for qualifications with "SCQF" in the title

4.1 The regulators consider whether procedures were followed correctly. They cannot overturn academic judgements or assessment decisions.

## 5. Recording complaints

5.1 All formal complaints are entered on the Complaints Log, with correspondence kept securely for 5 years. The log is reviewed at the annual policy review and at IQA meetings to identify trends, and is made available to ITC First and the regulators on request.

| Date received | Complainant / course | Nature of complaint | Acknowledged | Response date and outcome | Escalated? | Lessons learned |
|---|---|---|---|---|---|---|
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## Review record

| Date | Version | Summary of changes | Reviewed by |
|---|---|---|---|
| 03/11/2026 | 2.0 | Regulator updated from SQA Accreditation to Qualifications Scotland Accreditation; regulator URLs added; named contact details added; step-by-step stages and review stage clarified; log table expanded. | Simon Wells, Director |

Approved by: Simon Wells, Director Signature:  Date: 03/11/2026

# Highland First Aid Ltd

## Appeals Policy

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|---|---|
| **Centre** | Highland First Aid Ltd |
| **Policy owner** | Simon Wells, Director and Centre Manager |
| **Version** | 2.0 |
| **Previous version** | None on file – Web Office slot held the 2022-23 Annual Return in error |
| **Date reviewed and approved** | 03/11/2026 |
| **Next review due** | 03/11/2027 (or sooner if ITC or regulatory requirements change) |

### 1. Purpose

1.1 This policy sets out how a learner can appeal against an assessment decision made by Highland First Aid Ltd on an ITC First qualification, and how appeals are handled, recorded and reviewed.

### 2. Definition of an appeal

2.1 An appeal is a formal request by a learner (or someone acting for them) for an assessment decision to be reviewed because they believe it was wrong, unfair or not made in line with the published assessment criteria and procedures.

2.2 An appeal is different from a complaint. A complaint is about the service received (see the Complaints Policy). An appeal is about a judgement on assessment.

### 3. Named point of contact

3.1 Simon Wells, Director and Centre Manager, Highland First Aid Ltd, 7 Pobs Drive, Corpach, Fort William PH33 7JP. Email: simon@highlandfirstaid.co.uk. Tel: 07542 221937.

### 4. Appeals procedure – step by step

Stage 1 – Informal discussion. At the time of assessment the learner should raise the concern with the assessor, who will explain the decision against the ITC assessment protocol and, where appropriate and practicable, offer a further assessment opportunity on the course.

Stage 2 – Formal appeal to the Centre. If unresolved, the learner submits the appeal in writing (email or letter) to the named contact within 3 weeks (15 working days) of the assessment decision, stating the qualification, course date, the decision being appealed and the reasons.

Stage 3 – Acknowledgement. Highland First Aid Ltd acknowledges the appeal in writing within 2 working days.

Stage 4 – Review. The appeal is reviewed against the ITC assessment documentation and protocols. Because the Centre is run by a sole Director who is usually also the assessor, the review is carried out with the Centre's Internal Quality Assurer from the ITC Scottish Cluster (or another person not involved in the original decision), and ITC First is consulted where needed.

Stage 5 – Decision. A written outcome with reasons is sent within 15 working days of acknowledgement. Outcomes may be: decision upheld; decision overturned; or re-assessment offered at no cost to the learner.

Stage 6 – Appeal to ITC First. If the learner remains dissatisfied, they may appeal to ITC First, the awarding organisation, in line with the ITC First Appeals Policy and Procedures (P5), available on the ITC First website. ITC First applies its own time limits and may charge a review fee (refundable if the appeal is upheld). ITC First, Tranquility House, 3rd Floor, Harbour Walk, Hartlepool TS24 0UX. Tel: 0345 370 7610. www.itcfirst.org.uk

Stage 7 – Regulators. Once the ITC First procedure is exhausted, the learner may raise concerns about how the appeal was handled with the regulator of the qualification:

- Ofqual (www.gov.uk/ofqual) – for qualifications on the Regulated Qualifications Framework (RQF)
- Qualifications Scotland Accreditation (accreditation.qualifications.gov.scot) – for qualifications with "SCQF" in the title

4.1 The regulators review whether the correct procedures were followed. They cannot overturn academic judgements or assessment decisions.

## 5. Recording appeals

5.1 Every appeal is entered on the Appeals Log (below), with copies of correspondence and evidence kept securely for 5 years. The log is reviewed at each annual policy review and made available to ITC First and the regulators on request. Outcomes are used to improve assessment practice and discussed at IQA/standardisation.

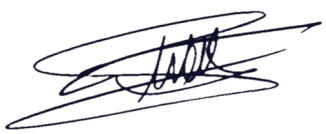
| Date received | Learner / course | Grounds | Date acknowledged | Outcome and date | Escalated to ITC? |
|---|---|---|---|---|---|
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## 6. Related policies

Complaints Policy; Customer Charter; Access to Fair Assessment Policy; Malpractice and Maladministration Policy.

## Review record

| Date | Version | Summary of changes | Reviewed by |
|---|---|---|---|
| 03/11/2026 | 2.0 | New Centre appeals policy written to ITC CGIPR (TP1) requirements; replaces document uploaded in error. | Simon Wells, Director |

Approved by: Simon Wells, Director Signature:  Date: 03/11/2026